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ABSTRACT

In order to gain a better understanding of the user's needs for information, the National Commission on Libraries and Information Science developed a series of regional hearings. The regional hearings are to: (1) provide an opportunity for people from all sectors of society to place their viewpoints on libraries and information science and service before the Commission, (2) foster an understanding of the role and progress of the work of the Commission, and (3) submit recommendations and plans to early criticism and review of those who will be affected. This document contains the written testimony of witnesses at the San Francisco hearings. The transcript of the oral testimony is LI004372 and other testimony is LI004374. (The Chicago Regional Hearing is available as ED068143 through 068145 and the Atlanta Regional Hearing is available as LI004375 through 004377). (NH)

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ED 077546

NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

PUBLIC HEARING;

San Francisco Regional Hearing:

Written Testimony of San Francisco Witnesses

Ceremonial Courtroom,

Federal Building,

450 Golden Gate Avenue,

San Francisco, California

Wednesday, November 29, 1972

LI 004 373

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Revised Schedule - 12/13/72

NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

SUITE 601 • 1717 K STREET, N.W. • WASHINGTON, D.C. 20036 • TELEPHONE (202) 382-6595

FREDERICK H. BURKHARDT
Chairman

CHARLES H. STEVENS
Executive Director

Schedule of Hearings

29 November 1972

Federal Building
Ceremonial Courtroom
450 Golden Gate Avenue
San Francisco, California

8:00 a.m. - David Hoffman
Librarian
Montana State Library
Helena, Montana

8:15 a.m. - Gerald Brong
Chairman
LSCA Advisory Commission
State of Washington

8:30 a.m. - Eli M. Oboler
University Librarian
Idaho State University
Pocatello, Idaho

8:45 a.m. - John Anderson
City Librarian
San Francisco Public Library
San Francisco, California

9:00 a.m. - OPEN

9:15 a.m. - John Mason
Prison Librarian
Montana State Prison
Helena, Montana

9:30 a.m. - Mary Louise Stong
1050 North Point Street
Apartment 403
San Francisco, California

9:45 a.m. - Manuel Herrera
(Service to Migrant Workers)
Idaho State Library
Boise, Idaho

10:00 a.m. - Delilah Wheeler
(Service to Indian Communities)
Idaho State Library

10:15 a.m. - OPEN

10:30 a.m. - Louise Duich
Trustee
Whittier Public Library
Whittier, California

10:45 a.m. - Phillip Swain
Boeing Company
Seattle, Washington

11:00 a.m. - Phillip J. Donnelly
President
P. J. Donnelly Co.
San Francisco, California

11:15 a.m. - John Veblen
Washington State Library Comm.
Olympia, Washington

11:30 a.m. - PUBLIC TESTIMONY
1:30 p.m.

1:30 p.m. - Keith Revelle
Director
Latin American Library
Oakland, California

Andrew A. Aines • William O. Baker • Joseph Becker • Harold C. Crotty • Carlos A. Cuadra • Leslie W Dunlap
Martin Goland • John G. Kemeny • Louis A. Lerner • Bessie Boehm Moore • L. Quincy Mumford • Catherine D. Scott
John E. Velde, Jr. • Alfred R. Zipf

1:45 p.m. - Donna Joachim
Citizen User
Multnomah County Library
Multnomah, Oregon

2:00 p.m. - Margaret Warden, President-Elect
Montana Library Association
Chairman of the Board of Trustees
Great Falls Public Library, Montana

2:15 p.m. - Judith Quan
Branch Librarian
Chinatown Branch
San Francisco, California

2:30 p.m. - OPEN

2:45 p.m. - John E. Brown (absent)
John E. Brown & Associates
Structural Engineers
Santa Rosa, California

3:00 p.m. - Judith Carlson (absent)
Model City Director
Helena, Montana

3:15 p.m. - David Weber
Director
Stanford University Libraries
Stanford, California

3:30 p.m. - Mary Jane Kinney
Volunteer and Trustee
Member of the State Advisory Board
Twin Falls, Idaho

3:45 p.m. - OPEN

4:00 p.m. - Frank Rodgers
Director of the Library
Portland State University
Portland, Oregon

4:15 - Ursula Meyer
Coordinator
Mountain-Valley Library System
Sacramento, California

4:30 - Cecily J. Surace
System Coordinator
Metro. Coop. Library System
Pasadena, California

4:45 - Richard Smith
Assistant Professor
University of Washington
Seattle, Washington

5:00 - Phyllis Jean Boucher (absent)
Librarian
Shannon and Wilson, Inc.
Seattle, Washington

5:15 - Ursula P. Strash (absent)
Director
Alaska Health Sci. Info. Center
Anchorage, Alaska

5:30 - Gerald J. Oppenheimer
Director, PNR
University of Washington
Seattle, Washington

5:45 - James Werner
Librarian
San Diego County Law Library
San Diego, California

MONTANA STATE LIBRARY
930 EAST LYNDALE AVENUE HELENA, MONTANA 59601

October 12, 1972

STATEMENT BY DAVID R. HOFFMAN, MONTANA STATE LIBRARIAN
TO THE
NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

Libraries of all types -- academic, special, public, school, institutional, state and federal government -- provide an information base that is essential if government officers, students, businessmen, research personnel, and the man on the street are to fulfill their roles in today's society.

Libraries must work together to collect and provide this information. Barriers to cooperative library service constitute one of our major problems. Barriers may mean that the rich resources of a good school or college library are denied to the entire community many weeks of the year and to the school population itself outside of normal classroom hours. Barriers may mean that medical and law library resources are not made available to laymen but are kept for virtually exclusive use of the professions whose body of literature they contain. Barriers may mean that a citizen of an affluent suburb has a quality of library service denied to the resident of a poorer neighboring community. And barriers may mean that rural isolation can be as disadvantageous as any minority ethnic, educational, or economic status in an urban area.

Our library programs at the state level during the past fifteen years have been especially aimed at erasing those barriers. The development of public library systems has brought cities and counties together to share resources and make a wider range of services available.

Programs designed to further cooperation between school and public libraries have opened doors to shared resources, and stimulated consideration of a new type of community library service which might meet both classroom-related needs and general public needs without neglecting the specific requirements of formal education and the broad purposes of informal education.

On a regional basis, we have increased our efforts to work with neighboring states in general interlibrary loan programs (through the Pacific Northwest Bibliographic Center), through educational programs (interstate workshops for librarians, a continuing education program for library personnel under the auspices of the Western Interstate Commission for Higher Education, and regional and national library association activities), and in sharing specialized resources through the network of health science library facilities headed by the Pacific Northwest Regional Health Sciences Library.

Funding of most of these programs has been made possible through the Library Services and Construction Act. Montana has used LSCA Title I and III money as seed money, for the most part, to stimulate better support of library programs at the state and local level. We have been successful in many programs; I think it safe to say that we have more examples of solidly-based multi-county library programs than there are in any other area of public service in the state. And we have substantially increased state and local library income. But we need continuation of this support from the Congress: we have moved far since the first federal support for libraries became available, and are still far from providing comprehensive library service for all residents of the state.

Communication costs need consideration. Technology advances have brought teletype and facsimile transmission equipment into library network activities, but the charges transmission of messages over long distances sometimes preclude the use of appropriate equipment. Can consideration be given to preferential rates for library communication, as libraries have enjoyed preferential rates for mailing books and other items in interlibrary loan?

As we improve our mechanisms for shared resources -- through multi-county systems, through state networks for interlibrary lending, and through our Pacific Northwest Bibliographic Center -- the right to make photocopies of library materials in lieu of actual lending becomes increasingly important. We need clear national policy which gives libraries the right to make copies under the fair use principle. I am pursuaded that such a right can be established and at the same time the rights of authors and publishers can be protected from its abuse.

In a time when there are changing national priorities, in an effort to meet the particular needs of urban areas, of ethnic minority groups, of economically or educationally disadvantaged persons, the need for basic library service remains constant. To assist the states in their responsibility for long-range planning and development of library service, we need national policy which assures us of continuing support for library programs by both the executive and legislative branches of government. If authorization and appropriation measures become political footballs, our best efforts in planning and development may yield nothing more than frustration.

Gerald R. Brong, Ed. D.
Assistant Director
Audio-Visual Center
Washington State University Library
Pullman, Washington 99163

October 17, 1972

TESTIMONY PRESENTED TO THE
NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE
FOR CONSIDERATION AT THE
NOVEMBER 29, 1972, MEETING IN SAN FRANCISCO

INTRODUCTION

I was pleased to receive the invitation from Mr. Burkhardt, in his September 22, 1972, letter, to submit testimony to the Commission. It is with interest that I have watched the Commission assume an active role in planning for the information needs of our country.

I am an administrative officer in a library audiovisual center at a medium-size university (14,500 students). The center operates within the library as one of the patron service divisions and concentrates on the provision of information stored in the traditional audiovisual media. In addition, the Center is actively involved in designing teaching/learning sequences, new informational storage devices (such as visuals, models, motion pictures, etc.), and it provides leadership on the campus in the educational technology field. Personnel from the Washington State University Audio-Visual Center have been actively involved in the Washington Library Network development since inception of its planning and they are now working to develop a multipurpose communication system prototype for the University and, possibly, the State. In addition to my role at Washington State University I am currently serving as President of the

Washington Department of Audio Visual Instruction, an association of 500 media specialists, and Chairman of the Washington State Advisory Council on Libraries. The Advisory Council serves as the advisory council required for participation in the Federal Library Service and Construction Act programs. The comments I shall offer will reflect my involvement with these associations and agencies.

My comments have been divided into four main sections. First will be a discussion of total-library-service as it draws on a variety of library systems and a variety of informational storage devices or media. Secondly, some observations on how the diverse elements of the library service-information system now operating can increase their total or collective worth will be presented. Thirdly, indication of important issues relating to the provision of total library/information service will be identified. In conclusion, there will be a series of recommendations for the Commission's consideration.

TOTAL LIBRARY SERVICE--THE MEETING OF NEEDS

The six-year-oid of today possesses a great deal of information even before he enters our formalized educational system. By the time many six-year-olds have entered school, they have spent four thousand hours in front of the television set. By the time this same child graduates from high school, he will have clocked some 15,000 hours of cartoons, violence, sex, commercials, and something we call educational television (Smith, 1968, p. 19). The cliche' may be overworn, but one of the major revolutions of the 70's will undoubtedly be the communications revolution.

This expansion of the communication spectrum from print to sound and image is having a massive impact on the institution we have named the library (Taylor, 1970, p. 5).

Libraries are becoming huge mechanisms for identifying what information is wanted, reproducing or providing the information from storage, and providing the patrons with a freedom of interaction with the information. It is evident that these new technologies are transporting us from a time of scarcities of information materials to a time where increased selectivity is essential (Foote, 1967, pp. 388-400). In the library of tomorrow, and frequently in the library of today, when we speak of "book" we are making reference to the generic idea of book--the concept has been broadened to all sources of information storage (Sheehan, 1968, p.93). Nonprint material can be handled in the library, except for physical storage, like print materials.

Democratization of information access is closer to realization with the increased use of the nonprint information sources. The library of tomorrow will not be a true information center, if indeed that is its goal, if the informational resources available are limited to print materials. This increased access to informational resources will lead to an increased use of the new technologies for the communication of ideas. Libraries will become involved in creating new informational resources. The technologies allowing for the production of nonprint resources by libraries, or the users of libraries, could have as much impact on the recording and distribution of man's knowledge as the invention of the printing press. With the use of

our technologies it is now possible to record the sights, sounds, sensations, emotions, and impact of today's society. Technology has increased the simplicity through which mechanical/electrical devices can be used to record events. The miniaturization of information recording and display devices and the reduction in costs of these instruments increases the probability of use. Libraries now circulate all sorts of information storage units and the appropriate display devices; tomorrow they will be checking out the devices that allow the generation of new informational storage units such as audio recorders, cameras, video tape recorders, or computer manipulation devices.

Libraries operating as information centers could become centers for full manipulation of stored information. Libraries rent typewriters by the hour and they can rent other information manipulation devices. For example, in the February, 1972, issue of American Libraries, in the "Of Note" column, a newsclip indicates that the Monterey, California, library provides access to computer services through a coin-operated terminal. A patron may purchase two and one-half minutes of computer time on a Hewlett Packard 9100A Computer for 25 cents. Today that same patron can buy Xerox copies of printed materials in coin-operated machines, and, in some cases, duplications of audio recordings can be obtained through coin-operated devices. Through the use of technology, whether the technology requires the use of a coin or not, information duplication and processing, along with new information generation, is becoming a part of the role of the library.

Our library system is fragmented into separate operating components providing specialized service to specific clientele. These fragments need to be brought into a system. This is not to imply that the fragments need to be melted into a single mega-service-system providing information. This system, however, needs to be corporatively developed to meet the common needs of the diverse patron groups of the library service agencies involved. As this system develops and is defined it will represent the corporate interests of the patrons and the libraries, as service units, included. The system should lead to a strenghening of common elements of service but it need not, necessarily, lead to a loss of institutional autonomy by the participating elements of the system. Don Ely, in describing the contemporary college library affected by the changes of today, said that:

> I cannot accept the generalization that what is good for the college library is good for the public library or that what is good for the school library is equally desirable for the special library. There are too many types of libraries, attempting to serve too many types of audiences, to use one gross generalization about technology to cover all of them (Ely, 1971, p. 17).

What is needed is an opening of these service elements to use by other service elements in a library system. The basic purpose of libraries is to provide needed information, or informational units, to a patron upon request. Working in concert, the fragments or elements of the library system can expand their service base and approach the provision of total library service.

Total-Library-Service (TLS) is an allusive concept still trying to be defined. Possibly, when TLS is achieved it will be defined. I suspect the elements of TLS include:

1. Provision of all desired information access services to all patrons in the manner desired by the patron.

2. Provision of information in a manner that can be used by the patron.

3. Patron's ability to use and communicate information for a variety of purposes.

For my purposes, I have assumed that all people have a right to information, which implies the ability to use the information when once provided, and that libraries, as we know them, should play a prime role in becoming the provider of information (implied is the concept that libraries are involved in the utilization of the information once provided).

Defining a library, as he speaks specifically of a college library, Don Ely says, "LIBRARY--A FUNCTION (not a place) WHOSE RESPONSIBILITY IS TO SYSTEMATICALLY (there must be a plan acquisition related to the needs of the institution to which it is attached) COLLECT INFORMATION (information is used to include realia and nonbook materials), CLASSIFY IT (the system must recognize the requirements of the retrieval system), STORE IT (storage for retrieval purposes may require conversion to appropriate forms) AND, UPON DEMAND (the act of identifying existance of a unit of information must be efficient and systematic) RETRIEVE IT AND ASSIST IN ADAPTING IT TO THE USE TO BE MADE OF THE INFORMATION" (Ely, 1971, pp. 17-18). Ely's definition of a library implies that a library collects information which may be stored in print or nonprint form, i.e., motion pictures, slide sets, audio recordings, etc. Further, libraries are actively involved in the utilization of the information by the patron. We shall consider libraries as an element in an active teaching-learning system, both in and out of the school.

Library collections, in all cases, consist of informational units. An informational unit is a device or thing which contains information and presents that information when needed. Media, on the other hand, should

be thought of as not a fixed characteristic or a class of materials but an operational term applied to any of man's extensions of himself--whether they are words, films, books, paintings, or other recordings of information (Vergis, 1970, p. 23). Audiovisual resources are those resources that are not dependent on the printed word to provide their information. Usually these resources include motion pictures, audio recordings, still pictures, realia, or combinations of media.

Library patrons are users of the library services. These may be individuals as well as institutions. Patrons may seek information for recreational purposes, for learning, or for the solution to a problem. The use of the information may cause behavior that may have been affected by the information obtained. In some cases the information used is retained and we say "learned" but frequently it is forgotten. As libraries play a role in "teaching" or in passing on "learning" they become educational institutions and the processes of instructional technology will come into play.

In order, then, to provide total library service, it is imperative that the diverse elements of library service now operating be brought together into a system. This is not to imply the development of the "mega-library" but rather methodologies for implementing the full access and full use of the wide variety of informational resources needed by all people or agencies.

Educational Technology, in providing total library service, might be one of the more significant newer technologies. Within the Association for Educational Communications and Technology, and other organizations,

considerable effort is being expended to define procedures to the teaching-learning process. This has led to the development and refinement of educational technology. No attempt will be made here to develop a detailed definition of instructional technology. For a definition of educational technology the reader's attention is directed to the October, 1972 AudioVisual Instruction journal, published by the Association for Educational Communications and Technology. On pages 39-43 Donald P. Ely, chairman of The Definition and Terminology Committee in the AECT, reviews the results of a year's work of the committee in "The Field of Educational Technology: A Statement of Definition". It will suffice to say that the application of the principles of educational technology is extremely significant within the library as the library becomes involved in the teaching/learning process. As libraries develop outreach programs they are applying aspects of instructional technology. The library of tomorrow will continue to actively participate in the processes of information storage and wage, as it does today. As the library assumes a role of assisting with information use, information processing, teaching-learning, or the creation of new informational storage units, it will call upon the nonprint information technologies.

STRENGTHENING LIBRARY/INFORMATION SERVICES

A variety of elements in the proper combination will provide adequate total library service. These elements now exist but they might not exist in the proper amount or they might not be functioning in the essential manner. Following is a discussion of essential elements for TLS.

Strength in the Federal Agencies is an important ingredient of the TLS system. Not only are the Federal agencies to be considered sources of funding for ongoing operational programs, they need to stimulate development of strong service units at the state and local levels. Coordination of research and development, along with support for these activities, is a definite Federal role. The research and development activities need to address our national priorities. The mechanism for pursuing these Federal responsibilities already exists through the administration of the Federal libraries as they provide informational services and conduct developmental activities. Additionally the Federal Government provides, in a rather complex and what often appears randomly coordinated manner, funds for research and development through the United States Office of Education (i.e., LSCA, and titles of the NDEA, HEA, ESEA, and EPDA) and other agencies such as the National Science Foundation, National Aeuronatics and Space Administration, or even the National Commission on Libraries and Information Science.

Strengthening the Federal role might come about not only through increased funding in these essential library/information programs but increased coordination between the multiplicity of agencies involved in library service and development. The Commission might play a significant role in functioning as a coordinating point or clearing house on Federal activities in the library service and library development system. The Commission might draw upon the state advisory councils, that supposedly exist in each state involved in the receipt and use of Library Service and Construction Act funds, for the identification in a more precise manner the priorities for development of the

Federal role in the TLS system. (My assumption is that the state advisory councils in other states as in Washington are involved with a wider range of programs than just those related to the LSCA.)

Strength in the state agency or agencies coordinating library/information service activities needs to be among the highest priorities. At the state level it is now possible to start the coordination between the variety of information centers such as academic, school, public libraries, special libraries, etc. Coordination does not imply domination. Planning for the development of library/information service needs to be on a state or regional level. This planning can be accomplished through the state library agency. It would seem desirable to bring the state planning for the use of such monies as Title 2 of the Higher Education Act and Elementary Secondary Education Act plus Title 6 as it relates to audiovisual equipment, an essential part of a truly total library service system, into concert with the ongoing LSCA related planning. These programs are not operated through, nor is coordination required, with the state library agency. Barriers separating library/information centers are changing and it is becoming imperative that the now separate service entities start expanding in a way that will allow them to complement each other's service--rather than extending the duplication of service unnecessarily.

Local strength in the library/information agency, whether it be the school learning resource center or the community resource center, the academic library or the privately operated special library, or the public library as it operates as the only truly open public access library/information service

center, is absolutely essential before any hope can be held for the provision of total library service. These local agencies must provide access to information in a variety of storage formats for a variety of purposes.

The basis for the TLS system must be the local library/information center. This center will probably not be today's "public library". These local centers must interrelate on a local level as they meet requests for service just as they must interrelate throughout the state or region as they reach out to respond to requests when the local resources are inadequate. This interrelationship begins to develop into "the network". "The Network" must be built on strength rather than on shared inadequacies.

School libraries or learning resource centers require a few comments. School libraries, with their specialized clientele, might even be classed as special libraries. Frequently there is agreement that school libraries are so unique they need not be considered as a key element in developing total library service. Without elaborating the role of the school library or learning center, the Commission's attention is called to the conference of May 11-13, 1972, sponsored by the Joint NEA/ALA Committee on Library Service in Washington, D.C. At this invitational conference, four papers were presented and all attention focused on the development of TLS. The school learning center was viewed as a critical element in the TLS system. (Mr. Rod Swartz, Deputy Director for the Commission, was a participant at the conference.)

Cooperative planning activity, as mentioned previously, is a route to developing TLS. In Washington State we have been utilizing as fully as possible the Washington State Advisory Council on Libraries as a cooperative planning body.

Under the Library Services and Construction Act (P.L., 91-600) each state is required to have an advisory council. This council develops and/or approves the basic state one year plan and addresses itself to the long range plan being developed within the state for library service. In Washington our Council is not only deeply involved with the LSCA activities, but it is carrying forth a major study of total library development for the state. Our overall activity has been directed by the requirements of House Concurrent Resolution 20 passed by the 1971 Washington Legislature. This resolution charges the Legislative Council in conjunction with the Washington State Library Commission to undertake an extensive study of library service. The concern of HCR 20 is extremely broad, and the study could have extensive impact on libraries in Washington. The Council is performing much of the information gathering and initial work for both the Commission and the Legislative Council.

In order to accomplish the task as required under HCR 20 and the planning under LSCA, the Advisory Council established five task forces as the information gathering arm of the Council. These five were: Administrative, Fiscal, Legal, Equitable Services, and Network Services. In addition, there are standing committees studying specific interest areas: Criteria for Library Programs, Telephone Service, Non-Print Media, and an advisory group to the CATV study being done by the Institute of Governmental Research (University of Washington). An in-Council committee has also been selected to recommend a method for examination of certification of professionals in libraries.

The Washington State Advisory Council on Libraries (WSACL) released a working paper titled "Goals and Objectives for Libraries in Washington State" on March 28, 1972. This working paper served, in part, during the drafting of Washington's long range plan for libraries undertaken by the WSACL. On page one of the WSACL working paper the Council defined the mission of libraries as:

> Whereas a basic premise of the American way of life is the maintenance of a free and open society; and
>
> Whereas knowledge is power in a free and open society;
>
> Therefore, making all kinds of information available to all people is essential to the survival and growth of that society.
>
> It is the mission of libraries in our society to be aware of the individual's needs for knowledge and personal growth, and to respond to those needs by acquiring, organizing, and providing access to, and exchange of, the wisdom, experience, and imagination of mankind.

In addressing this mission statement, the WSACL identified four goals that need to be met. These four goals are:

1. Identification of the information needs of the people and a relating of these needs to the library/information service now provided.

2. Based on the assessment of need, accomplish the designing of a library/information service system that will meet the needs.

3. In meeting these needs and in operating the library/information systems, develop and use the most efficient and acceptable methods for providing the total service.

4. The development of acceptable criteria for evaluating library service and, then, the evaluation of the total service provided.

All during fiscal year 71-72 the Council was aware of the importance of providing information to the people who might be affected by its work. Council meetings were open, and notices distributed prior to all major

meetings. Yet while the Council worked with its assigned tasks, only a few hundred people were aware of the Council's decisions, plans, etc. The Council continues to operate and is concentrating its efforts in the following realms:

1. Development of the criteria for evaluating, and the evaluation system, for the programs proposed in the long-range plan.

2. Further relating the long-range planning to the specific needs of those now unserved, or underserved, or unreached by the existing library service agencies.

Enclosed with this testimony, as Appendices A, B, and C, are three documents describing critical elements of the Council's work for FY 71-72. These three are:

A. Proposed Programs Presented to the Local Government Committee of the Legislative Council (June 16, 1972)

B. Preliminary Report of the Network Services Task Force (February 11, 1972)

C. Report of the Administrative Task Force to the Writing Committee, (February 24, 1972)

These documents are included to provide representative examples of the scope of planning possible by such an advisory council. The strength of the Council is made possible by the Library Development Staff of the Washington State Library and the support given the Council by such associations as the Washington Library Association, Washington Department of AudioVisual Instruction, Pacific Northwest Chapter of the Special Libraries Association, Pacific Northwest Library Association, Washington State School Library Association, Community College Library and Media Specialists, Washington Library Trustees' Association, just to name the larger associations.

Administration provides the impetus and procedures for cooperative planning. No local or state agency lacking strength will venture into the public arena for planning and evaluation. Only the stronger agencies dare public scrutiny. This open and public scrutiny of planning activities as well as operations, as required by the LSCA, will increase strength if enforced. The advisory councils are bodies that can plan and react to planning done by others. As they become involved in ADVISING they become aware of problems and prospects for library/information service development. If the council is allowed to play a full role in administration that includes planning and evaluation, they not only will provide guidance but a vehicle to communicate about the programs being operated or planned.

Statewide planning and evaluation activities were enhanced when the Ohio State University Evaluation Center operated in 1971 and 1972 an institute for state library planners. This institute was funded under Title 2-B of the Higher Education Act of 1965. This institute experience provided the essential background to personnel from the state library agencies responsible for planning and development. This institute is only a meager start to the provision of a cadre of library planners that can serve the wide variety of library/information agencies that need to fit into the TLS system. In providing the institute experiences to the state agency personnel it was assumed that the participants would "spread-the-word-and-skill" about planning to others involved in planning. In some cases the institute was directed at the wrong people. If, indeed, other states are operating like Washington, the essence of the long-range planning is being accomplished by the advisory council with

the state agency--not the state agency presenting a plan to the council for approval. Together, in Washington, we are struggling, agreeing, and disagreeing, on the directions to be taken as library/information service is developed for the state. As chairman of the WSACL I was able to participate in phases 2 and 3 of the three-phase institute. My participation was a personally valuable experience and, hopefully, as I direct the activities of Washington's library advisory council I will have a better understanding of the planning evaluation process. To my knowledge no other chairman of a state advisory council participated in the institute.

Criteria for evaluating programs continues to be, in my observation, one of the greatest weaknesses in library planning. Evaluation is an essential ingredient in planning as is goal setting and defining objectives operationally. Before evaluation can be accomplished the criteria for evaluating library service is required. This is a national issue.

The Association for Educational Communications and Technology and the American Library Association, among other associations, are constantly addressing "program standards" that might be used for evaluational criteria. All too frequently these standards are perceived by those outside of the associations as self-serving. These standards are frequently based on a counting of service units performed or number of units in a collection. These quantitative measures do not necessarily reflect qualitative measures of the programs under examination.

The Association for Educational Communication and Technology is now developing a new set of program standards. If the higher education standards are indicative of the other program standards related to media services they

will provide qualitative statements that can be developed into criteria for evaluating the media aspects of a library program. The AECT efforts are primarily addressing school and college related programs.

ISSUES TO BE CONSIDERED

Before offering recommendations to the Commission there is a series of issues needing mention.

The variety of funding sources for libraries combined with the complexities of bunching funds for program development makes the program planner/developer's life very complicated. There are both government and private sources of funds for developing specific operational service areas of library/information service but these narrow interest type projects may actually compete with and prevent the full development of other programs' potentials.

The funding source issue frequently builds barriers between certain users of a libraries service--only a defined clientele can access service. These barriers are usually constructed, realistically, because the limited resources of a program will only allow the provision of service to the prime clientele for whom the library exists. As the material resources of library/information centers start to flow and ebb between the variety of centers, the issue of prime clientele becomes less critical.

Community learning centers, libraries but something more, are suddenly being promoted as very essential elements in the total educational system. Frequently however, they are not being touted by schoolmen but rather by librarians and social welfare agency personnel. The community learning center, or by whatever name it may be identified, is destined to have significant impact on

the total learning resources of the community. In order to realize its full potential it appears necessary to define the role of the community learning center within the total educational system. Needless duplication of identical offerings and unnecessary competition for scarce resources should be avoided.

Advances in telecommunications technology might be the most promising technological innovation available to libraries. Audiovisual materials lend themselves to electronic distribution. Decisions in the late 60's and early 70's by the Federal Communications Commission encouraging the expansion of independent common carriers undoubtedly had a major effect on the reducing of data transmission costs over long lines operated by Western Union, American Telephone and Telegraph, and the independent carriers (Nelson, 1971, pp. 20-23). The development of national library networks using data transmission capabilities has been enhanced by this turn of events. The Conference of Interlibrary Communications and Information Networks, held in September, 1970, stands out as one of the milestones in the interlibrary communication/management field. The proceedings of that conference have been published, under the editorship of Joseph Becker, by the American Library Association. It became clear during the 1970 Conference that the movement of information between libraries and between libraries and patrons was a top priority faced in this country. Most discussions today about library networking and electronic distribution of information are concerned with information movement between libraries. Tomorrow we will have the capability of moving information from the library to the patron, wherever the patron might be, in addition to interlibrary information transfer.

At Washington State University, audio and video information is distributed from the library to patrons upon request. A patron anywhere with access to a telephone may dial the Listening Library and enter into a reference negotiation process with the library attendant. Once the audio item desired has been selected, it can be transmitted to the requestor by normal telephone lines or, if the patron is in Pullman and should he desire, the same audio material may be transmitted to him on an FM radio channel. Patrons may also request a display of video materials on campus or in their homes with the origination point being the University library. The delivery system used for the FM or video delivery is the privately owned community antenna television (CATV) system; this system also provides off-air commercial television and educational television broadcasts to the populace of the city. Brigitte Kenney, chairwoman of the American Library Association Information Systems Automation Division Telecommunications Committee, and Frank Norwood, Executive Director of the Joint Council on Educational Telecommunications, have stated, "We believe that CATV will become perhaps the most important means for interconnecting libraries, as well as for connecting users to libraries" (Kenney and Norwood, 1971, p. 724).

We are experiencing a communication revolution. If it is not a revolution it is a rather rapid evolutionary condition. New methods of storing and displaying information, new methods of information circulation and delivery, new ways to use information to achieve defined objectives, and new ways of producing informational units to communicate with others

is bound to have an impact on libraries. The impact will occur even if no definitive action is taken by the managers of library or information collections. Rather than waiting for the impact it would be profitable to design for the new communication tools and methodology, to be ready to apply the new technologies to improve the welfare of the patron group, or society as a whole, served by the libraries. One fact is becoming clear as the designing for new technologies takes place--it is becoming unclear the precise role of specific library types (academic, school, public, research, government, etc.) as compared to other types.

An example of how these new technologies might affect libraries can be seen in the planning for the NASA ATS-F project. Systems developed for communication need to be two-way. Not only must the information flow from the information center to the recipient, but the recipient needs to be able to communicate back to, or control the information presenting device. This is true for library communication systems. In May, 1973, the Applications Technology Satellite-F will be launched. Shortly following this launch an experimental program demonstrating the distribution of educational television to selected areas of the Rocky Mountain States, and the Appalachian Region, will commence. The key feature of this experiment will be the use of hundreds of small low-cost earth terminals. (Raymond, 1972, p. 14.) Educational television, since education is not confined to the schools , need not be confined to the schools. Satellites will enhance the ability to communicate and educate. It appears that within the next five years, satellite centered distribution of educational television programs with several possible modes

of real time student response measurement is technically feasible and commercially viable (Raymond, 1972, p. 15). Libraries, as information centers, have a use for their new satellite technology.

Cable communications, like satellite systems, provide new ways of moving and using information contained in libraries. In many communities and states, libraries are becoming actively involved in planning for cable communication or CATV systems. In Washington State, for example, the Washington State Advisory Council on Libraries is involved in statewide planning for potential uses of cable communication systems. The Council is working with state governmental agencies exploring criteria for franchising cable systems for communities and helping municipal agencies plan for cable communication. The WSACL and the Washington State Institute for Governmental Research sponsored a workshop in June, 1972, to acquaint community leaders with the problems and prospects of and with CATV. Implications drawn from national conference and recent Federal policy development were related to our state in the workshop.

Program statistics on the application of educational technology is a major area lacking in the national data bank on library/information services. It will be most difficult to quantify instructional technology information until the areas within the technology are defined and the specific applications are precisely described. As soon as this happens it seems imperative that the national plan for instructional technology statistics be developed.

Tools to increase the precision of program management in the library field are lacking. Judgments made by program managers, whether it be on library programs or other enterprises, are based on subjective judgments.

These subjective judgments can be enhanced when the tools exist and they are used to analyze programs at hand and the environment in which they exist. As the complexity of management increases, the dependence on more precise decision-making tools and methods of making decisions, and evaluating their outcomes, becomes necessary. The formula approach to predicting resources necessary to operate a defined program is a method used to provide increased precision in the management procedure. Resource management is the process of planning, organizing, and controlling the use of resources (manpower, materials, money, or equipment) to accomplish specific objectives. (Kessler, 1971, p. 7). In a precisely operated management system, it is possible to relate all expenditures of resources against that portion of a program designed to achieve specified objectives. Managerial accounting, used in business, includes cost-volume-profit analysis, marginal income analysis, and direct cost accounting and can be applied to many programs in the educational setting (Severance, 1971, p. 58). In applying this accounting methodology in colleges and universities, which is a far more precise method than fund accounting, it is necessary to develop methods for applying accounting data against operating programs. The resources consumed for a specific program must be directly discernible to be charged against that program--this makes it possible to identify the resources consumed in meeting defined program objectives. (Severance, 1971, p. 58) Witmer, in "Cost Studies in Higher Education", points out that the all too frequent units of measurement used to evaluate a program are the wrong units (Witmer, 1972, p. 99). He further points out that "Presumably, an important factor in

explaining differences in unit costs between institutions is quality" (Witmer, 1972, p. 99). "Quality" as a factor in higher education programs affecting costs is not defined and not measured. The analogy that increased costs indicate a superior program, at least as measured program related outputs are concerned, has not been proven.

In an attempt to increase the precision with which college and university audiovisual centers could be operated, "A Resources Prediction and Allocation Model for Audiovisual Centers in Higher Education" was produced (Brong, 1972). The model was designed to allow the examination of a defined program and a determination of resources (personnel, materials, etc.) necessary to operate the program in the defined manner. In essence a mathematical model of any existing college or university audiovisual program, as identified by the investigator, could be developed. Assuming the validity of the resources provided by the model it becomes possible to examine the impact on resources consumption of nearly all program changes within the program. Likewise it allows for the program to be examined in the light of changing resources being provided.

Management tools such as "A Resources Prediction and Allocation Model for Audiovisual Centers in Higher Education" could be employed in other library/information areas. Considerable work has been under way for a number of years in formula budgeting and resources prediction. These efforts need to be further developed to the point of general application.

Personnel are an essential element in making service possible. Looking first at the professional in the nonprint field, audiovisual specialists have been permeating the information field for many years and finally the audiovisual specialist--who was only recently referred to as a gadgeteer--has almost become accepted as a professional peer with colleagues in the classroom (Martin, 1968, p. 24). Can we assume that he is being accepted by his library colleagues as a peer? Development of this peer relationship will be the responsibility of the audiovisual specialist. He must learn to apply the principles of library of information science to his operations with nonprint materials. He must make his skills available to librarians, helping them interact with informational stores and meet the needs of the patrons. He must become as competent as his library colleagues if he is to become a librarian.

But in managing a library today it would not be an uncommon situation not to have an audiovisual specialist. If a management decision is made to establish an information center providing information from a wide variety of informational storage units and if existing personnel are to manage the nonprint program, it is essential that an orientation to information rather than a specific medium be developed. Librarians are traditionally thought of--and operate as though it were true--as print and thing oriented. An important fact is that librarians working with all media are involved in the process of extending the senses of man, his perceptions, and his total sensorium (Smith, 1968, p. 19). Library personnel serve a mediator role between information and user. The librarian becomes a translator between the patrons'

perception of his need for information, accessing of the information, and then provision of the information in a manner most relevant to meet the specific needs of that specific patron. As a translator the librarian is more than the manager of the information store--he is involved in the use of information.

In addition to the professional staff, or translators, personnel need to be available to operate and maintain the elctronic and mechanical devices necessary to provide display or access to the stored information in the nonprint media. Personnel skilled in inspection and repair of the informational units (film inspectors, graphic illustrator-technicians, photographic technicians) need to be available to handle physical maintenance. Today's personnel may be inadequate to meet our needs.

Regional Library Program Officers of the United States Office of Education now play a key role in many of the library programs developing in our country. They are in a key position to maintain liaison between the local library/information agencies describing and federal programs requirements. They must continue to be an asset, as they now are (at least to us in Region 10), and not a liability. They can become a liability if they suddenly become a hurdle to be cleared in the relationship that must be maintained between the operating library information agencies and the Federal bureaucracy.

RECOMMENDATIONS

The previous comments, primarily those addressing issues to be confronted in developing the total library service system, imply recommendations that might be considered by the Commission. In summary, and in offering specific recommendations, the following might be explored.

Coordination of national library development activities, especially among the diverse Federal agencies involved, is a role that should be considered by the Commission. This recommendation, undoubtedly, is already a long way to being met just by the establishment and operation of the Commission. The Commission needs to obtain input from the states in a systematic way as national library/information priorities are decided. The state's advisory councils, expanded to take an active role in planning for and operating library/information service for the full variety of library patrons, could serve as a major source of information. The Commission could further establish active programs by bringing all state library agencies to a level of common awareness about national priorities, sources of developmental funds, and ways in which the states could interrelate to extend total library service.

Coordination of library/information system research is not attempted now by any single agency or association. The Commission has a role in coordinating and sponsoring research leading towards the improvement of the library/information service system operative in our country.

Educational technology and new forms of information storage are critical areas in library/information system development. The Commission needs to place additional emphasis on the traditional audiovisual types of library problems. Emphasis on the role that educational technology, as a process, will play in the total library/information system is also an area that should be a concern of the Commission. As the Commission becomes involved in this realm of information storage and use it will need to relate to associations such as the Association for Educational Communication and

Technology, Educational Research Association, National Association of Educational Broadcasters, and National AudioVisual Association in the same manner it has related to the American Library Association and American Society for Information Science.

Problem centered seminars exploring total library/information service systems need to be sponsored by the Commission. In exploring total service representatives of all types of library/information center agencies need to be involved as do representatives of the users of the centers. The problem centered seminars need to examine the problems, propose and examine potential solutions, and then implement selected potential solutions. Following implementation of programs, evaluation against accepted criteria (which will have to be developed) will be necessary. The Commission, as it explores solutions to problems must be task oriented as the proposed solutions are actually tried. The scientific method as a strategy for solving library/information problems needs to be employed.

Federal legislation drawing together the variety of elements now affecting the funding of library programs needs to be developed replacing acts such as the Library Services and Construction Act, and titles of the Elementary and Secondary Education Act and Higher Education Act relating to libraries. Funding for library resources needs to ignore the storage format of the materials acquired. As print and nonprint resources continue to be integrated and libraries become collections of informational units rather than books, films, or phonograph records the juggling of monies from various programs to purchase the proper medium with the right dollar seems more ludicrous. Possibly, attention needs to be given to what we might ponder as the Library Information System and Instructional Technology Act of 1973.

Additional legislation providing funds for library/information resources is essential. Information is a natural resource. Unlike other resources it is not consumed and it will not run out--rather we are constantly creating new information, the resource is expanding, and we need to improve our resources store and the ways in which we manage the store of information.

Public relations about the role of library/information systems seems essential. Public relations, rather than just public information, is necessary. Public relations implies definite attitudinal changes in the positive direction as a desired product. Public acceptance of libraries and their services is just as important as public acceptance of "anti-litterbug" concepts. The Federal government provides public relations materials for many programs ranging from anti-litter to purchasing savings bonds. The Commission might undertake a public relations program extolling the benefits of a fully developed information resource plus information on how to utilize this national resource.

Information, as a resource, and libraries as a means of managing much of this resource are important national priorities, as can be seen by the existance of the Commission. The work of the Commission is an essential ingredient in developing the total library service system discussed. The service system is needed to manage and provide access to our informational resources. If the diverse elements of the system now existing could work in concert to develop total library/information service success just might be within reach.

TESTIMONY FOR NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE HEARING

by Eli M. Oboler, University Librarian
Idaho State University

library
The academic/community of the Pacific Northwest is particularly regionally-minded, among the libraries of the United States. The Pacific Northwest Library Association was the first regional library association, as well as the first to include membership from another nation (Canada). The libraries of the Pacific Northwest have always realized their deficiencies in individual holdings and ability to give the kind of service their patrons need, and managed to use extremely sparse funds to accomplish rather unusual co-operative ends, dating all the way back to their inception of the Subscription Books Bulletin and of the Pacific Northwest Bibliographic Center, both landmarks in the history of co-operative librarianship in the United States.

Now, in this day of steadily decreasing budgets and increasing demands for the collections and services of academic libraries, in particular, there is a great need for the National Commission on Libraries and Information Science to be aware of the special needs of the Pacific Northwest, so far as funding and action for co-operative librarianship are concerned. The needs of the academic community are not being satisfied today, and I speak as one who has been in this region for nearly a quarter-century, having been the President of the Pacific Northwest Library Association (1955-56) and of the Idaho Library Association (1950-53), as well as chairman of the College Section of the Association of College and Research Libraries, and first a member and then chairman of the Presidentially-appointed National Advisory Committee on Library Research and Training (1965-68). I have also served on the Northwest Association for Secondary and Higher Schools accrediting teams for institutions ranging from Utah State University to Oregon State University to Pacific University and, most recently, the University of Washington.

No matter where I look, I see the non-achievement of the imaginative and worthwhile goals set a generation ago by the giants of our profession, who, with 20-20 foresight, saw that our mutual problems could only be solved by mutual action. Despite Federal funding and a great deal of individual and co-operative effort, we are still a have-not region, with little prospect for achieving the educational and library goals which obviously must be achieved for the sake of the education of our youth, and the edification of our adult population.

As some concrete suggestions for the consideration of the National Commission, I suggest the following:

1) The activities of the Pacific Northwest Bibliographic Center (at the University of Washington, Seattle) should be considered as a prototype for a national inter-library network, with expansion along the lines of the program and plans of the PNBC. Particular attention should be paid to the advisability of computerized union catalogs of the holdings of key libraries of each region of America, with information of holdings available by subject, as well as the present author arrangement of the present National Union Catalog.

2) In the light of the increased costs of library service and the Spartan budgets of most academic libraries, those libraries which are clearly the basic sources of information and library materials for their states and regions should be especially subsidized by Federal funds, along the lines of the present subsidization of library service afforded by the regional medical library network. Here again, the activities of a Northwest institution, the Pacific Northwest Regional Health Sciences Library, part of the University of Washington library system, might well be used as a prototype.

3) The National Commission on Libraries and Information Science should defend the rights of libraries to fair use of copywritten materials, because otherwise the entire interlibrary loan system and information network idea will collapse of its own weight and complexity. The recent and not-yet-completely-settled Williams & Wilkins case and its repercussions indicates just how badly co-operative interlibrary loan and information services will be affected if no thought is given to the continuation of the present quite adequate and just "fair use" doctrine for libraries.

4) Library training and education in the Pacific Northwest should be strengthened by Federal subsidization of at least three added library schools in those states in the region which do not now have them, including Idaho, Nevada, and Montana.

5) The National Commission on Libraries and Information Science should strongly back the funding of the National Networks proposal which was approved by both houses of Congress several years ago.

6) Instead of concentrating on the mechanical and technological potentialities of libraries, the National Commission on Libraries and Information Science should endeavor to do all it can to put a strong emphasis for libraries of today on the problems of today. For too long the libraries of the United States have lived in a cloud-cuckooland of the future, and almost ignored the exigencies of the present. Co-operative measures which do not require ultra-mechanization are just as important as gadgets, and the will for co-operation is the single most important factor which needs to be encouraged by the National Commission.

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October 31, 1972

Dr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and
Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Dr. Burkhardt:

I appreciate your invitation to present testimony for your hearing in San Francisco on November 29, 1972. You have asked that I comment upon urban libraries. I shall largely confine my remarks to this area but by no means cover all of the important problems facing urban public libraries.

FINANCES

Perhaps the most critical need for the American public library is to be adequately financed by an equitable and reliable source. Most public libraries depend upon the ad valorem tax, a tax which is becoming less reliable as a dependable source of income. Recent court decisions on public school financing suggest that public libraries need to be considered in studying new financing patterns. We need a well-targeted study on public library financing with specific guides for federal, state, and local policy. Needless to say, urban public libraries appear to be suffering most under economic constraints. They have traditionally been looked to for leadership but now find themselves curtailing services and cutting back on vital resource development.

IN THE NATIONAL INTEREST

It is time that the federal government consider the need for a network of libraries to serve in the national interest. Never in the development of public libraries have we seriously considered this. Yes, federal legislation with LSA and LSCA in the past twenty years has recognized the need for all citizens to have some form of public library service but the concept of networks is a more recent development. Federal efforts have not involved any clear philosophy of library service other than to stimulate increased local efforts through matched funding and demonstration grants.

I am suggesting that the nation needs a network of open access for libraries serving as regional/national centers for information and that large urban libraries serve as the core for this network. These libraries should be funded at least 50% by federal funds. These funds should not control the libraries in terms of selection of material, but should carry requirements for extension of services to a certain area, development of collections, and viable access arrangements with large or specialized collections in the region served.

I am also suggesting that the federal government is the only agency that is capable of being concerned about comprehensive library development and that such a program should be funded. Grossly uneven access to information cannot be tolerated. Mobility of population, complexity of information, and the fundamental importance of information in decision making highlight the need for comprehensive planning. The overlapping of resources, much of it tax supported, should serve as an added impetus to get this function underway.

The above programs would recognize the large urban library for what it really is -- an essential resource in a knowledge based economy. These large library centers have rich collections; they are located in communities having nationally based business and governmental operations; and they are already easily accessible to all people. The use of the large urban libraries in an effective network recognizes that highly trained professionals are no longer only located in a few centers of learning and that they need access to a full range of materials. But these same libraries that have so carefully been nutured are located in urban centers suffering from severe economic strain. With shortage of funding, increased operational costs, demands for more sophisticated material, and an increasing number of users coming from outside city taxing boundaries, these great libraries face a dilemma which can be counter-productive just at a time when such resources are most needed.

An effective information network will include libraries in various institutional and governmental patterns. We need to have LSCA Title III effectively funded to bring about a viable cooperative system.

THE DISADVANTAGED

Most public libraries are attempting to find the most effective way to serve the special needs of the disadvantaged. No one method is the answer to America's polygot urban centers. Federal funds have been used to experiment with a number of programs. One thing we know: to do an effective job, it costs more per capita than service to those who are highly motivated to use libraries.

The federal government should provide significant aid to reach the disadvantaged. Many are located in the urban core. It may be that the disadvantaged need a different delivery system and a change in material from the normal public library. Programs to establish information centers should be financed in the large cities to see if the public library can serve in this capacity.

Perhaps it is unnecessary to say it, but recruiting minorities to librarianship is vital if we are to effectively serve the disadvantaged. Financial aid and a well-financed recruiting effort is needed.

NEW ORGANIZATIONAL PATTERNS

Little has been done to investigate and experiment with new organizational patterns for library service. Most of us are busy promoting our own institutional needs. The individual user may need a new approach to library service through non traditional methods. The only way the mold will be broken will be to have significant long term demonstration funds available from a governmental source which can cut across institutional and governmental boundaries. I suggest that longer term demonstration funds be provided to experiment in new organizational patterns of library development.

TO SUMMARIZE

- Public libraries need a study on financing.
- The federal government must consider an effective public access system to information in the national interest. Large urban libraries should serve as keystones in this system.
- Genuine linkages should be made among all types of libraries. Proper funding of LSCA Title III is necessary to accomplish this.
- The federal government is the jurisdiction which should undertake the responsibility for comprehensive library planning.
- Federal funds should be provided for service to the disadvantaged, particularly for establishment of information centers in urban library systems.
- New organizational patterns for library service should be explored through large, long term demonstration grants.

It is a temptation to go on to other problems. Thank you for letting me discuss six of them with you.

Sincerely,

John F. Anderson

JOHN F. ANDERSON
City Librarian

MONTANA STATE LIBRARY
930 EAST LYNDALE AVENUE HELENA, MONTANA 59601

Testimony of John Mason
Prison Librarian
Montana State Prison
Box 7
Deer Lodge, MT 59722

16 October, 1972

I. General remarks on prison libraries

A. Organizational responsibility

From my personal observations, and from contact with other prison librarians, I would say that the best arrangement for providing library service to prisons is via an outside agency, rather than through the prison administrative set-up. This is because the prison's staff is so security oriented, in most cases, that the concept of service which civilian libraries tend to take for granted will surely be subverted if the prison runs the library. In cases where the prisoners' desires and needs may come into conflict with those of the administration, a librarian who is directly employed by a prison may find that he is under pressure to neglect his duty to his patrons.

B. Personnel

Prison librarians should be professionals, with an M.L.S. Other than that, my feelings about the sort of background which would be appropriate for a prison librarian are rather vague. Although I think that some familiarity with corrections would be desirable, extensive experience with custodial work or in academic criminology might do more harm than good, since such experience or training would expose the would-be librarian to the (deplorable) norm, rather than to the ideal. Certainly, any sort of legal training

or experience would be invaluable to a prison librarian.

I feel that it is high time to end the predjudice against women in correctional librarianship. Being a prison correctional officer is risky. Being a prison librarian is not.

C. Censorship

Thanks to the efforts of up-tight religious fanatics, prison libraries have lagged behind other libraries in the fight for the patron's right to read what he chooses. Other than books on how to construct home-made weapons, prisoners whould be able to read anything they want.

II. Goals of the prison library

A. Recreational reading

This is the area in which the average inmate has the most interest. The prison library should offer him a place where he can escape the institutional drabness and enforced conformity of prison life. To this end, the library should be a place where he can enjoy a book, magazine or record in pleasant and cheerful surroundings. The librarian should have a friendly and helpful attitude toward the patrons, and should encourage his inmate assistants to share this attitude. The traditional librarian's finger-to-mouth posture is to be avoided, except in cases where the disturbance to other patrons warrants it. One should remember that prison library patrons are apt not to be accustomed to libraries, and therefore may be easily intimidated. Also, peace and quiet tend to be middle-class ideals and may make patrons from other social strata uncomfortable.

In book selection, the librarian should keep a close eye on books which are popular for recreational reading, and he should try to ensure their abundance in the library. These will often be books containing a lot of sex and violence: Harold Robbins and Mickey Spillane are favorite authors. Inmates also like travel literature and books about exotic places. National Geographic is liked by many patrons.

B. Legal research

The prison's legal collection and services are of the utmost importance to the prisoner who is seeking legal redress. Many inmates must surmount staggering obstacles in order to obtain relief through the courts. The prison law library should not be one of these obstacles.

In a large prison, enough materials should be made available to the prisoner to enable him to completely research a case if it is not too complicated. The smaller prison will not be able to afford such an extensive collection, but it should have a good basic research collection. And the law library of any prison should be able to quickly obtain legal materials from a large research collection, such as would be found in a state law library or a big university's law school library. These materials should be xeroxed and sent to the inmate free of charge, with a liberal size limitation.

Access to the law materials is important. The law library should be open daily on an open stacks basis, and the law books should circulate. A photocopier should be provided.

The mere presence of law books is not enough. The inmates must be shown how to use them. To this purpose, the librarian should have some knowledge of law and of legal bibliography. He should also have enough

independence of prison authorities to surmount pressures to provide inferior service or to compromise the confidential nature of his relationship to his patrons.

C. Education and rehabilitation

In most prisons, the academic and technical schools carry the major responsibility for educating the inmate and teaching him a skill. However, the prison library can offer valuable assistance in this area.

The library should stock college textbooks, and the librarian should be able to help students who wish to pursue correspondence courses. He should also be quick to encourage any interest which an inmate shows in learning an honest occupation, by providing books and materials relating to the trade or profession in question. Finally. the library should stock promotional materials which may turn the inmate's interests toward skills which, hopefully, would provide a living for him.

III. What the Federal Government could do to help

Money, of course, is the universal panacea, but the Government should watch carefully to see where the money goes. It has been my observation that prisons are likely to spend money of office machinery, paint, and security devices, and skimp on things which would go to improve the inmate's life or increase his well-being. For this reason, Istrongly recommend that funds for prison libraries be channeled through outside libraries, and not through the prisons themselves.

The government should also make sure that its library funds are not fragmented by being used for building many small collections within one institution. Unfortunately, libraries can be used as weapons in the

MONTANA STATE LIBRARY
930 EAST LYNDALE AVENUE HELENA, MONTANA 59601

bureaucratic empire-building which is common in prisons. When each department has its own jealously-guarded library (usually atrociously mismanaged), the taxpayers and the inmates are both being cheated.

TESTIMONY ON USES AND FUNCTIONS

OF MONTANA STATE PRISON LIBRARY

First I would like to clarify my position here at Montana State Prison. I am an inmate and have served almost six years of lock-up time. I only have a high school education so this testimony will be an informal one relating to the uses and functions of the library services here at the prison.

The library here is not funded by the Montana State Prison budget but is a branch of the Montana State Library in Helena, Montana. The library and all related funds (civilian-librarian's salary, book expense, etc.) are paid through the Montana State Library in Helena.

The library (present one) has been in existence approximately three years. Before we had a very poor library of discarded and out-of-date books.

I will attempt to list the functions and uses of the library now and how they could be improved if possible.

1. There is a federal law that states that inmates must have access to legal materials. Before the present library there was a very incomplete and out-of-date Law Library. In the last three years this Law Library has been updated and expanded. We also have a request service with the State Library in Helena. They will find any materials needed, photostat them, and send them to you free of charge.

   This legal service has been greatly improved but could be better. Right now there is a lack of funds and if there is someway to get partial or matching federal funds it would help considerably.

2. The library here has a large supply of fiction and non-fiction books, both paperback and hardbound. If a person wishes any special book or books related to special subjects he may order them through Helena. If Helena doesn't have it they have an inter-library loan system with most of the large libraries in the Northwest and can usually find any book requested. Again, this service could be improved with a larger fund to work with.

3. Current newspapers and periodical literature are provided. All the major in-state newspapers and some of major Northwest papers are carried daily. This helps the inmates keep in touch with current events in their home towns and keep up with national events. Most major periodical magazines are carried and are used by a majority of the inmates. This service could be broadened with more funding.

4. This last section does not pertain to the library as such. The library here offers inmates a chance to meet in a comfortable atmosphere (we have a stereo system and good supply of records). There is a very relaxed atmosphere in the library and it is a comfortable place for inmates to meet. The library is remodeled and it has a modern design. Most of the prison and buildings here, including cells, are ancient and not that comfortable tolive in.

I guess that covers my views on the library and the few things I can see that could be done to improve it. I hope this testimony is of some benifit to you.

Sincerely,

James B. Dieziger

James B. Dieziger

1050 North Point Street
Apartment 403
San Francisco, California 94109

October 16, 1972

Mr. Frederick H. Burkhardt
National Commission on Libraries
and Information Science
1717 K Street, N.W.
Washington, D. C. 20036

Dear Mr. Burkhardt:

In response to your letter of September 26, 1972, I am transmitting to you my views as a library user and supporter, which I hope will help you in reaching conclusions and recommendations which will strengthen library service in the United States. In addition, however, I should like to comment on federal funding.

San Francisco is a core city where, as the San Francisco Chronicle said in an editorial at budget time this year, "libraries are unfortunately only one of a number of absolutely essential city services that, it is feared, are on the brink of disaster. In this dilemma of rising costs but declining services, San Francisco is not unique, yet it is cold comfort that other cities are even worse off."

Keep Libraries Alive, a citizens organization started by the Friends of the San Francisco Public Library, is credited with having increased the library's share of the 1972-73 city budget. However, some costs, even if there were enough dollars in the city budget, should not properly have to be met by San Francisco taxpayers but by state and federal funding.

I feel strongly that free public libraries are absolutely essential and that they are in grave danger. If they are to survive, citizens must insist that state and federal funds be made available at the local level. Continuing funding is essential for the operation of cooperative schemes for the networking of libraries, and to reach special groups such as the foreign-born, the elderly, and the non-user. There is real resistance now at the local level to accepting federal funds for programs because these funds are apt to be discontinued after a few years with the result that the local government must shoulder the tax burden. Additionally, money is needed for construction of facilities, for training, and for research and development of modern systems and procedures.

In responding to your letter, I have limited my remarks, attached hereto, to the two specific questions mentioned in the third paragraph of your letter.

In summary, the answer to both questions is that libraries will remain free because citizens will insist that they do so!

Very truly yours,

Mary Louise Stong

(Miss) Mary Louise Stong

sgh
Enclosures

HOW CAN LIBRARY USERS BE MUSTERED TO LOBBY FOR THEMSELVES IN TERMS OF GETTING LIBRARIES TO MEET USER NEEDS AND OBTAINING SUPPORT TO MEET THESE NEEDS?

The May 9, 1972, issue of the San Francisco Chronicle stated, "The (Supervisors' Finance) committee's approval of every cent recommended by the Mayor for libraries was considered a salute to the enormous support campaign put on over the past several months by citizen groups for libraries." Yes, library users certainly can and do lobby for better library services and funds to meet their needs. In order to be fully effective, however, citizen participation needs the support of librarians, trustees, and citizens all working together.

Let us first consider what Librarians can do. I would propose that they: Keep in touch with citizens, both users and non-users to find out what their needs are. This means attending community meetings, consulting with Friends, volunteers, and other non-professionals as well as assuring good upward communication in their own libraries.

Educate citizens as to the types of library service and facilities that they could have but don't.

Educate users about the library's budget problems--don't hide these problems either by not talking about them or by trying to cut costs where they won't be noticed immediately even though they are very damaging in the long run.

Develop citizen support for libraries by encouraging Friends groups. Consider Friends to be friends and not enemies.

Establish a strong public relations program in the library. Also, use the local Friends group as a public relations arm of the library.

Try to respond to citizen requests for service within budget limitations. For example, library hours should attempt to meet citizen needs primarily rather than staff preferences.

Involve the staff at every level in all of this.

Insist that library schools define the role of the citizen to future librarians.

Citizens must carry their share of the responsibility. I would propose that they:

Demand services and facilities that will meet their needs by telling the library administration, trustees, and elected officials what their needs are.

Actively lobby for the tax money to meet these needs.

Look for supplementary private sources of funds.

These citizen responsibilities can best be met by building a strong Friends of the Library. Such an organization should be made up of a representative cross section of the community, and include library trustees and staff members. Friends should be dedicated to building community support for the library--not to furnishing funds which should come from taxes. Friends should work with other community organizations, with the media, and with public officials educating them about the library, its services, its problems, and its future plans plus supporting requests for funds.

In San Francisco, the Friends under the original leadership of Mrs. Marjorie G. Stern, have always legislated effectively as one of their many activities. However, this past year the library's budget situation was so critical that Friends president, Theodore R. Seton, in order to protect the Friends' tax status, wisely encouraged the formation of an entirely separate organization called Keep Libraries Alive. KLA, as it is frequently known, devotes all of its energies to legislative action. It has had complete cooperation from the library administration, staff, and trustees. It has been fantastically successful.

I was co-chairman with Mrs. Grace Macduff who is an experienced volunteer political leader. This past year, working from February 1 to May 1 on a full-time basis, we organized the grass roots, received cooperation from the media, and used all of the Friends community connections to lobby for a bigger share of the city budget for the library. (A complete set of press clippings is available upon request.)

The effect was astounding. The Mayor recommended to the Supervisors that only three major departments have budget increases over 1971-72. The Library was one of the three. The Supervisors cut the budget of every major city department except the Library--and they actually increased the Library budget.

These public officials supported the library not because they personally had any particular love affair with it, but because they had become convinced that citizens demanded their tax dollars be spent for library services rather than for some other city activity.

October 16, 1972
sgh

SHOULD PUBLIC LIBRARIES REMAIN "FREE"?

This question is one to which it is hard to reply in an unemotional and objective way. Perhaps it should be answered with all the emotion one feels. Anger, frustration and threats have become such a part of our daily life that they may have to be used in order for reason to be heard. Let us try first, however, to examine the facts.

Libraries are used by every element of our society from pre-school children to multi-national corporations and government agencies.

A library charge to children is really too monstrous to consider. Those children whose parents cannot or do not give them books are the ones who would be most hurt. Free libraries are vital to the democratic processes and the improvement of our society depends upon knowledgeable people. If a charge were made to adults, our people would no longer have equal access to information since those who cannot afford to pay would lose this right. And, there is no other unbiased source of information so that such persons would be at the mercy of the media which offers little structured information and public service programming, or of individuals who might undertake to "educate" them. There is no free choice of information in such circumstances. Libraries are the source of self-education. We cannot deny this opportunity to those who need it most! The cost of providing educational opportunity in the library is less than in any other educational institution.

A charge for library services would amount essentially to a punitive tax, but would not be assessed on the ability to pay. Let us collect our library funds through a just tax structure that assures all citizens equal access to information.

I might add that some members of the San Francisco Board of Supervisors proposed that business firms pay fees on the assumption that they derive a profit from library information. In the first place it would be hard to administer and in the second place it would be hard to justify.

I should now like to approach this question from another direction. This is that the library profession has an obligation to work with citizens and among themselves to develop plans to provide the best services at the lowest cost. Governments at appropriate levels must encourage these plans by providing the necessary funds. California librarians have taken a big step in this direction by designing a statewide network of public and private libraries that should encourage major economies and better services. However, the basic systems require state funds for operation since they cross local and county political boundaries. To date their growth has been hindered by the lack of financial support from Governor Reagan.

There are other avenues for savings by new procedures, new methods of storing data, etc. The federal government can help by funding research in these areas and disseminating the resulting information.

A third approach to the question is to seek private funds to supplement public funds, but on a voluntary basis. This is already operating in the arts. That this can be done for the library in the business community is, I think, demonstrated by the statement of Robert O. Anderson, Chairman, Business Committee for the Arts when he said: "The Arts simply cannot be left to the market place. As with schools, libraries and hospitals, the higher the quality offered and the wider the public reach, the more support is needed." It is up to citizens and the professionals to encourage foundations, businesses and individuals to share in funding libraries. The San Francisco Friends have had some success in this area.

Still another avenue is the use of volunteers. We are not talking about taking jobs away from paid staff but of utilizing volunteers to provide services that could not otherwise be afforded.

Manuel Herrera

IDAHO STATE LIBRARY
325 W. State St.
Boise, Idaho 83702

October 1972

INTRODUCTION -- Service to Disadvantaged -- Migrants

Prior to May, 1972, Migrants living in the Boise Valley (map attached) were given library service by the Idaho Council of Churches. A supplemental grant from LSCA funds from the Idaho State Library to the Southern Idaho Migrant Ministry provided for operational expenses and salary for the bookmobile driver. Library service was a part of a broad social service program operated by volunteers and work-study students and supervised by the Migrant Ministry and the Idaho Council of Churches.

PEOPLE

Almost without exception, the laborers are of Mexican-American descent. Almost everyone speaks Spanish but materials are requested in both the English and Spanish languages. The State Library has not made any survey to find out if the people come from specific States to work in Idaho but the general impression is that most of them come from Texas and Arizona. Some stay in the same camp all summer long, some move from camp to camp in the area, some go to work in Washington and Oregon and then return to Idaho. Some small camps are completely surrounded by the hop vines and almost disappear from view. The camps vary in size from accommodations for five or six families to forty or fifty families.

BOOKMOBILE

The Idaho State Library has been providing library service during the summer months of 1972. Visits to each of the fourteen camps in the area will cease on or about November 15, 1972.

During the winter months of 1971-1972, an Army bus was converted into a bookmobile ...shelves and other carpentry work was done by inmates of the Idaho State Penitentiary. The bus was painted in colors of orange and yellow and christened "Biblioteca Ambulante". Throughout the winter, books in Spanish and English (about Mexican-Americans) and bilingual materials were purchased and processed for use on the bookmobile. Magazines in English and Spanish as well as recordings are also available. Spanish language materials of Mexican origin are most important to the success of the program but sources for such materials are extremely difficult to locate. As of September, 1972, 1,419 books, 242 magazines and 32 recordings have been purchased. Approximately 250 children's books (English language and some bilingual) and 75 adult books (Spanish language) were borrowed from the State Library's circulating collection and put on the bookmobile augmenting the materials specifically purchased for use by the Migrants.

The bookmobile will be in operation for twenty-four weeks beginning and dating from mid-May, 1972. Bookmobile schedules have been posted in each camp and bookmarks and brochures explaining the service available (in English/Spanish) have been distributed. The bookmobile serves the following camps: Upper Deer Flat, Melba, Franklin, Sunny Slope, Homedale, Huston, Marsing, Parma, El Rancho Benito, West Valley/Lias, Wilder, Greenleaf and Kelley.

PERSONNEL

A Spanish-speaking Army veteran of Porteuguese-American descent was employed under the PEP program and much of the success of the program can be attributed to his ability to communicate with the people served. Bookmobile aides (children in their teens) have been recruited in four of the camps and hourly wages are paid from LSCA funds. The aides assist in the issuing and returning of materials and help keep the materials shelved correctly and neatly.

EVALUATION

A survey (personal interview) was undertaken by the System Development Corporation in August of 1972. This survey revealed that many of the adults were unaware of the fact that the bookmobile was for all ages not just the children. An interview with the driver of the bookmobile shed some light on this report..."Mexicans are very proud people and the bookmobile was looked upon as another charity". The concept of providing library materials in order to have informational, educational and recreational materials available to individuals was unknown.

The bookmobile driver has also told us that the children are particularly interested in all types of books with special emphasis on humor and joke books. The adult fiction books provided were on too high a level..."more ephemeral type" books appealed to the adults. Biographies of popes, nuns, saints were extremely popular. Other comments from the SDC survey were "need more variety", "same books all the time" and "need more materials". This was the first year of library service provided by the State Library and coupled with the difficulty of obtaining suitable materials, the statements from the migrants had some validity. As time and experience provide knowledge of the materials wanted by the Migrants and as we are able to obtain materials, hopefully, such statements as "same books all the time" will no longer hold true.

Overall the library service provided in the summer of 1972 was enthusiastically received and with a change in scheduling of the bookmobile visits from one per week to one visit every two weeks next summer, in order to have books, etc. available at the time the people are not in the fields, with additional materials, and with more advertising of the library service, next year's operation should be more successful and should more fully meet the needs of the patrons served.

CIRCULATION

Month	Books	Magazines	Recordings	Total
May	464	32	0	496
June	732	98	0	830
July	1, 931	242	94	2,267'
August	1, 546	172	39	1,757
T o t a l s	4,673	544	133	5,350

TESTIMONY FOR NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE HEARING

by Delila Wheeler, Bookmobile Driver/Librarian
Fort Hall Indian Reservation
Fort Hall, Idaho

I am Delila Wheeler from the Fort Hall Indian Reservation and I drive the bookmobile which travels all over the reservation area. Shoshone-Bannock Indians live at Fort Hall and the majority of them are very poor. Indian children have not been very well treated in the local school districts and there is a great deal of discrimination. Most of the children are bussed to schools in American Falls, Blackfoot and Pocatello, Idaho. The Fort Hall elementary school is located in the town of Fort Hall and has classes for children from first thru sixth grades.

As the bookmobile driver and librarian, I visit areas around the lodges. There is Buffalo Lodge, Bannock Creek, Lincoln Creek and Gibson. I visit these areas once a week with the bookmobile. It is mostly the children who come on the bookmobile to borrow books. During the summer, I borrowed films from the Idaho State Library and gave film programs for the children at three Lodge areas. I visit the Lodge areas in the evening from four to eight at night four nights a week. During the day, I work in the library in the Education Building. The library is located in one area of the Education Building. We had a library of sorts in Timbee Hall, our recreation building. When the State Library was asked to give us help in setting up a library, we used the shelving from Timbee Hall and set it up in the Education Building. We had to throw away hundreds and hundreds of book which had been donated to us. Most of these were old discarded textbooks and books which no one would ever want to read. People send us mountains of old magazines and some of them smell. We have had to take truck loads of old books and magazines to the dump. People think that anything is good enough for the Indian. Our children need to have pride in themselves for being Indian.

The white man has taken away our lands, our hunting rights, our fishing rights and they tell us we cannot use our ancient hunting and fishing lands across the nation...we must stay on the reservation. We must learn to compete in this new world and keep our Indian heritage. Books and materials must be available for us to use without feeling that someone does not want us to use books to learn and grow. We speak our own language and we want to continue to speak our own language with our own people so we need someone in the library who is of our tribe. We need books about and by Indians so that our children can be proud that they are Indian.

The old library in Timbee Hall could not be used by the children because there was no space, the books were old textbooks (mostly), and it was not open after school. When the Idaho State Library was asked to help us, they loaned us a bookmobile, helped us set up the library in the Education Building, and sent us books for adults and children. We have a collection of Indian books which tell the truth about Indians but there are not very many books published which give the Indian view of things. There are no books for our people who cannot read English.

The State Library has helped us but we need more money to do the job of bringing books to my people. We will have a new library in the Human Resources building and when it is built, we will need furniture for it so that we have a place to study and we will need many more books as our library grows. Daisy Dixey, who is the librarian in the library, and I both need to learn much more about serving the needs of our people and we need money to go to school. Money is also needed to pay our salaries.

I have also brought with me a statement that the Idaho State Library has prepared concerning the factual information about the Shoshone-Bannock Library at Fort Hall and am including it with this testimony.

11/17/72

Service to Disadvantaged - Indians

Fort Hall, Idaho

There is a total of 5,744 books available for use either in the Shoshone-Bannock Library or on the Bookmobile. There were 1,945 books in the original collection which was moved from Timbee Hall to the Education Center (formerly the Blouse Factory), 855 are on loan from the State Library collection, 119 were donations and 2,825 are new purchases. Of the 5,744 books, 455 are new "Indian" books.

The library area in the Education Center is adjacent to the Learning Laboratory and is located between an Adult Education class area and a Home Demonstration area. The Center has recently been carpeted and painted. Signs designating the Shoshone-Bannock Library have been placed on the Center building.

The bookmobile, on loan from the State Library, was painted in the Tribal colors, brown and gold, and began operation on January 21, 1972 with the first stop at Buffalo Lodge. The scheduling of the bookmobile stops was made by the Education Committee. A stop is made once per week at each of the lodges: Buffalo, Putman, Bannock Creek, Lincoln Creek and Eagle. (A new Fall schedule began in November, 1972). Signs have been made at the Idaho State Penitentiary for the bookmobile.

46 magazine subscriptions (46 titles) were entered after consultation with the Education Committee. Four of these titles are Indian oriented, printed and published by Indians. Since the initial order, four more subscriptions to "Indian" magazines have been entered. 141 pamphlets concerning Idaho history and Indians have been added to the collection.

Two Fort Hall residents (one employed under EEA and one under PEP) are in charge of library service. Mrs. Daisy Dixey is in charge of the Library and Mrs. Delila Wheeler is the bookmobile driver. Mrs. Dixey speaks both Shoshone and Bannock and Mrs. Wheeler speaks Bannock and some Shoshone. In mid-April, 1972, they attended a one week training session at the National Indian Training School at Brigham City, Utah. The training emphasized the use of reference materials in order to enable them to serve the school age children effectively.

A brochure announcing the existence and hours open for the Library and stops for the Bookmobile was designed by Daryll Shay of Fort Hall, printed by the State Library and distributed by the Education Office in a mailing to all persons on the reservation. Posters (with pictures of the library and bookmobile) were also printed at the State Library and these posters have been placed in stores, meeting places and the various offices on the reservation.

A Summer Reading Club using the Children's Book Council materials "It's a Whole Great Big Fun Thing" was started in June. As of August, 21 children had registered at the Library and 47 had registered on the Bookmobile. Seven children had read 15 or more books by mid-August.

Circulation Record - 1972

Month	Library	Bookmobile	Total
Jan	7	18	25
Feb	57	38	95
Mar	16	247	263
Apr	60	203	263
May	87	177	264
Jun	233	452	685
Jul	182	329	511
Aug	137	110	247
Sep	109	365	474
Oct	110	280	390
Total	998	2219	3217

FAIRBANKS NORTH STAR BOROUGH

Box 1267, Fairbanks, Alaska 99701

October 20, 1972

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and
Information Science
Suite 601 - 1717 K Street, N. W.
Washington, D. C. 20036

Dear Mr. Burkhardt:

I am extremely pleased to present to the National Commission on Libraries and Information Science, testimony regarding information delivery systems in Alaska. As Chairman of the Governor's Advisory Council on Libraries, I have obtained a statewide overview of the needs and problems for the development of a service system to our population.

Our local borough government includes the Department of Library. As Borough Mayor, I have been an ex officio member of our Library Commission since 1968. The State of Alaska statewide development plan provides that Fairbanks, Alaska will be the resource center for the Northern Region. Therefore, we reflect this in our local planning and contemplate playing an important part in the development of library services for the entire northern half of our state.

We have just designed a new facility for the City of North Pole which departs somewhat from the traditional library design in several ways. 1) The building is being designed to be used for a multiplicity of community purposes; 2) Our plans are for the adult collection to be in paperback, as well as relying heavily on the use of media and an ever-changing, dynamic flow of materials rather than a standard "built" library collection.

Our present library has increased its circulation by providing media such as cassettes, statues, paintings, as well as the traditional library services. One of the present strengths the State of Alaska has is a telecommunications network. Already in the northern region we are connected to the Pacific Northwest region through TELEX. We are in communication, statewide, by satellite two-way radio through ATS-1, and we have a training program for VISTA volunteers utilizing video tape recording. These are existing strengths and can and will be expanded in the future as we train personnel and develop facilities to incorporate this mode of communication and edu-

cation. Alaska's present use of the Pacific Northwest Bibliographic Center, whose area covers Alaska, Washington, Idaho, Oregon and British Columbia, is a heavy 20% of the total with only a 4% population base. Alaska's need for expanded print collection is demonstrated through these figures.

The strongest print collection in the state is that which is held by and developed through the University of Alaska. At this time their major collection is held on the college campus. It is a growing collection, but as its student and faculty needs are primary, a public demand upon the system at this time cannot be handled. The State LIbrary collection is strong in Alaskana but does not total 100,000 volumes. Both collections need dramatic financial assistance to develop.

The University of Alaska and Borough Library in Fairbanks offer a unique cooperative venture -- a public library service using public library materials (best sellers, popular non-fiction, children's picture books, and perhaps other materials) through the University Library where housing and circulation are handled. In the Bethel area a flying book service distributes school and public library materials to schools in remote communites. An extremely liberal Inter-Library Loan code has been adopted with all types of libraries willing to lend media materials.

Implementation of the State of Alaska statewide development plan would allow for the state to set up a regional library network or library system. Some of the obvious advantages of a centralized operational center for materials processing, central bibliographic control, central acquisitions, might suggest changing present functions of the state agency. As regional centers develop, the state agency may move out of materials distribution and become instead an operational center handling statewide Union Catalog, statewide acquistion and processing, and the leadership role in planning and developing statewide coordination.

We in Alaska have an opportunity to bring a dynamic new approach to a library's customary function of collecting and coordinating information in print form. Unhindered by centuries of custom, we can describe for libraries an omni-purpose role as the informational and cultural hub within any community, no matter its size. By utilizing the broad scope of community interagency resources, the library can become a center for the assemblage and generation and dissemination of new information.

Library facilities in Alaska could reflect the change of function. Not only would community libraries be involved with the storing and housing of traditional library materials, but they would be involved in the production of films, tapes, and cassettes to deliver information to a native population in their language or at a level of communication suitability. The facilities within each community could function as a cultural hub and would reflect the cooperation of state agencies in terms of museum displays, art exhibits, media presentations, senior citizen activities, early childhood development programs, educational classroom space for vocational needs of adults and pos-

sibly seminar space for alternative systems of secondary education.

It is necessary for our state to develop carreer possibilities for library personnel both professionally and below the professional level. In order to recruit and train Alaskan natives, both in the bush and in urban areas, an in-service training program statewide could be offered at regional centers, which would incorporate library technician training, public service sensitivity and information delivery skills.

Libraries can only render a true service when properly funded. Legislation, federal, state and local should be persued to fund construction, media and operational costs.

I am taking the liberty to enclose a summary report "Library Services for All Alaskans". Also a Social Service Program proposal prepared by the Fairbanks North Star Borough Library. This program was funded and is in operation at this time.

Thank you for this opportunity to make a statement revelant to Alaska Library services.

Very truly yours,

John A. Carlson

John A. Carlson
Borough Mayor

JAC: rlf

9315 Amerado Drive
Whittier, California
October 14, 1972

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
Suite 601, 1717 K Street, N.W.
Washington, D.C., 20036

Dear Mr. Burkhardt:

I am writing in answer to your letter of September 26 regarding the current problems and suggestions of needs by those who use and those who provide library and information services. I am honored that you are interested in my comments as a trustee on the future of public libraries, their services, and their costs.

From time to time the role of the library trustee has been questioned. It is my belief that the library trustee is in the unique position of forming a liaison between the public and the professional library world through first-hand knowledge and experience in both areas. The trustee has an obligation:

1. To know the program and needs of the library in relation to the community
2. To keep abreast of standards and library trends
3. To plan and carry out the library program
4. To interpret the library to the community
5. To bring the public's point of view and the community's needs into plans for the library's program
   (Part of the trustee's liaison work is to make the community aware of the library's need for financial and moral support, and of the plans and programs for the development of better and more extensive library service.)
6. To develop recognition of the library's importance as a center of information, of community culture, recreation, and continuing education
7. To bring to board an acquaintance with the community social and economic conditions, and with groups within the community
8. To give assistance in the recruitment for the library profession
   (In this connection, complaints have been registered because economically disadvantaged students who have received NDEA grants for training in library science, have not returned to their own communities. Perhaps a contractual obligation could be worked out whereby the student must agree to spend a certain period of time in an appropriate area after graduation.

The community needs the trustee as its voice in the control and operation of one of its educational institutions, and government officials need contact with a lay group charged with seeing that the government's intent to provide effective library service is carried out.

When library boards do not fulfill their role effectively, it is not because they are not needed; rather, the reasons may be that qualified persons are not selected, that the board is not educated as to its responsibilities and duties, or that they do not give the library sufficient time and attention. The trustee can be a source of wise counsel and valuable support, responsive to professional leadership. An area where the trustee can be most helpful to the librarian is in the obtaining of adequate salaries and working conditions. (In the "Public Library Trustee", May, 1972, the development of a "Trustee Consultant Program" by the Trustees Association of New Hampshire was discussed and seems to have merit.)

After reading the objectives of the National Commission on Libraries and Information Science, it seems imperative that the Commission should work closely with the American Library Association and the Division of Library Services and Educational Facilities in the United States Office of Education. The President's remarks with respect to signing the bill creating the Commission included comments indicating concern over the creation of independent small agencies.

In answer to your question concerning the future of public libraries, their services and their costs: Public libraries are a public service and should be maintained and supported as a public service. In recent years, due to the tax problems, especially at the local level, less and less tax money is available for public services including public libraries. As a consequence there is a trend to supplement the budget with fees and charges for various services, and a growing reliance on donations derived from the activities of community groups. There are serious implications in these trends for public services including public libraries. Instead of budget cuts, we need increased budget allocations in order to meet the additional cost of books and library materials. New and imaginative programs must be developed in order to reach a greater percentage of the public - in particular, the individual from the disadvantaged areas, or the segments of the population which, for a variety of reasons, may not be library users. Also of concern are the increased needs of the public school library users because of the financial straits of the schools. In our area a School Librarian's - Public Librarian's Conference (meeting quarterly), and a Student Library Committee have made valuable contributions to the solution of mutual problems.

The second question concerns the number of independent public libraries. I am convinced that there are <u>not</u> too many independent public libraries in California. This state has a population of over 20,000,000 and there are only ~~126 municipal libraries,~~ 192 public libraries, which include one State Library, 52 county libraries, 8 library districts, ~~and~~ 5 Union High School District Libraries, and 126 municipal libraries.

The question of consolidation is, of course, closely related to your second question. In answer to the suggestion that consolidation might provide better service at less cost, I would say that this does not necessarily follow; and, what is even more important, it would be politically impossible. I am quite certain that Whittier would not support a proposal which would involve the loss of control over its independent library, and I believe most municipalities would react in much the same

manner for a number of valid reasons.

I believe you will have other testimony pertaining to the value of networks (the California Library Network) to the [illegible] libraries, [illegible] schools, county libraries, academic libraries, industrial libraries, special libaries and private libraries. The California Library Network master plan is, at this point, in the hands of a legislative committee. Since the increase in population and costs, the latter including the incredible number of book titles published, as well as the various other media necessary to the library of today (records, tapes, cassettes, etc.), and the fact that some system of information retrieval becomes necessary in order to adequately serve the public, it would seem that the regional systems, and/or network is the only solution. We must find ways of avoiding costly duplication, and to most efficiently serve the public's needs. The systems would be particularly valuable as repositories for expensive research materials.

We must, also, find ways of avoiding, or overcoming, the vetoes of government officials, when carefully planned proposals for adequate appropriations are placed before them. This may be the key to the funding problem. We, in California, are at this moment involved in a drive to support State legislation to fund the library systems. (See encl. #2.)

Another constantly recurring problem is that of censorship, and the necessity to continually expend hours of time and energy to assert the library user's right to read. As a closing statement I would like to quote from the President's proclamation recognizing International Book Year, 1972:

> "As this Nation approaches the beginning of its third century, we should remind ourselves that nothing in our heritage is more precious than the right to express ourselves freely on any subject and the right of access to the expression of others."
>
> "It is incumbent upon all who desire a better America, public officials and private citizens alike, to help improve both our intellectual resources and the free flow of information within and across our national boundaries."

Sincerely,

Louise Duich (Mrs. Paul A. Duich)
Trustee, Whittier Public Library

Enclosures: 2

P.S. I plan to attend the hearing in San Francisco.

TESTIMONY OF JOHN VEBLEN, MEMBER OF THE WASHINGTON STATE LIBRARY COMMISSION, PRESENTED FOR CONSIDERATION OF THE NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE AT THE NOVEMBER 29, 1972 MEETING IN SAN FRANCISCO

STANDARDS FOR LIBRARY SERVICE

I believe the National Commission should take the lead in establishing the standards for libraries that would be effective throughout the country. The American Library Association has, of course, established such standards which are, from time to time, reviewed and updated. Since it is a professional organization, speaking for professionals concerning their jobs which they are presently performing, it is difficult for this organization to have any standards accepted by laymen as objective standards.

If the National Commission were to take the lead in this regard, such standards could be set which would be accepted by laymen as objective. These standards could be then presented to legislators, state and federal, and other bodies which assign and assess the worth of libraries, to make it easier to measure library service and get a publicly accepted background for assigning the worth of libraries in the market place in which we have to deal, namely in the service to the public.

STANDARDS FOR NETWORKS

I believe that standardization should take place in regard to the hardware and software approaches to the networks of libraries which are beginning to be established throughout the nation. Without standardization in this regard as development is effected, there can be nothing short of chaos in a few years.

INSTITUTIONAL PROGRAMS

The National Commission on Libraries and Information Science should institute a study of the special institutional programs that have been effective in each of the states that have instituted such programs.

Many of our citizens throughout the land are incarcerated because of actions of their own, or because they are not responsible. Because of a lack of institutional programs where good library service is available, these persons are deprived of the right to library service and access to it at a time when perhaps it would be more meaningful to them than to the average citizen. Within the State of Washington, we have made a definite and effective start on institutional programs. We would like to expand this, but do not have the means to do so. We feel our own program is good, but needs to be broadened. We would like to know that a reasonably standard approach is being taken throughout the nation to reach the citizens who are incarcerated. We would hope that the National Commission on Libraries would act as a leader in this study.

John Veblen

John Veblen
Elvidge, Veblen, Tewell,
Bergmann and Taylor
1310 Dexter Horton Building
Seattle, Washington 98104

LATIN AMERICAN LIBRARY

OF THE OAKLAND PUBLIC LIBRARY

1457 FRUITVALE AVENUE
OAKLAND, CALIFORNIA 94601
TELEPHONE: 532-7882

October 17, 1972

Mr. Frederick H. Burkhardt
Chairman, National Commission
on Libraries and Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

Thank you for inviting me to submit testimony to your commission. I shall limit myself to the two specific concerns you mention in your letter of September 28 as they relate to the Spanish-surname population, and I shall be as brief as possible.

1. What are the goals of service to non-English-speaking minorities?
- Establish firm bibliographical control over materials relating to or of interest to Spanish-surname persons.
- Where these materials do not exist and a need has been identified, develop them.
- Promote recruitment and training of bi-lingual, bi-cultural persons at all levels of librarianship, who are sensitive to the needs of the Spanish-surname community.
- Promote discussions, interchanges, and professional encounters which deal with methods for reaching Spanish-surname library patrons.
- Specifically, your commission seems ideally situated to assume the moral leadership in attaining these goals.

2. And now, money, money, money. Who should pay the bill? I have two responses: (a) who should and (b) who is going to have to.
- (a) The local jurisdiction, city, county--whatever--should pay for library services for the Spanish-surname person. This should include language considerations such as development of sensitive and sensitized bi-lingual, bi-cultural staff. The local jurisdiction should pay because it is the most immediately accessible to the average citizen. In theory, the local jurisdiction best knows the needs of local citizens.

- (b) However, this is only theory. In practice the moral leadership I referred to above has come thus far from the Federal level. Only Federal officials seem to possess the breadth of perspective and the foresight needed to produce the significant quantities of services which Spanish-surname citizens demand. The Library Services and Construction Act, Title I, has been the source of my Project's funding--as well as its source of impetus. The personal connections we have had with the California State Library, with Miss Helen Luce, with Miss Pauline Winnick, and others have been our strength. Here I refer not to money only, since the amount of our funding is not statistically significant, but to the support and guidance we have received from the Federal level. Local library administrations usually have an extremely low profile within their cities. They do not possess the muscle needed to push for new, often experimental services. A new kind of library personnel is needed to work with Spanish-speaking. Especially in California, Civil Service procedures designed to please the critics of President Grant are still operative. In Oakland, we have just dedicated the first permanent library facility for Spanish-speaking in the United States. This facility owes its existence to the working relationship which has been developed between the Latin American Library Project staff and those on the Federal and State levels who had the vision to create a Latin American Library.

In conclusion, let me say that I shall be happy to cooperate with the Commission in any way you deem useful, and I extend an invitation to all the members of the Commission to visit our Library when they are in the Bay Area.

I wish you the best of luck in your forthcoming hearings. As an interested party, I plan to attend.

Best wishes to all of you from all of us at the Latin American Library.

Sincerely yours,

Keith Revelle

Keith Revelle
Director

KR:lc

October 11, 1972

To the Members of the National Commission of Libraries and Information Sciences:

As a user of the Multnomah County Library, I am glad to be given the opportunity to give my views on the Library and its problems.

The library which serves Multnomah County is in trouble!

Many thousands of people in this city and in the unincorporated portions of the county check out many thousands of books each year. We have been proud of our library and its many services (with good reason). Even those of us who seldom do more than check out books for entertainment purposes think of it as a reliable, ever-present friend; at least we did until recently.

One morning last June we woke up to see on the front page of our newspaper a statement that three-fourths of our library system was to be closed, effective July 1.

Shock and anger were what I felt. I began to feel betrayed by the Library Board, the County Commissioners and the entire political structure. I found that I was not alone. Unbelieveing shock and dismay were the reactions of all those I met.

The newspaper article revealed that, because of the failure of certain tax measures on the May ballot, there were insufficient funds to maintain the library services. This was not the fault of the Library Board. The library is financed solely by funds from the County General Fund which also finances many other facilities.

The tax measure that was defeated did not list the libraries as one of the affected services. This omission was what angered most of the people with whom I talked. They felt deceived. I got the impression that to mention the libraries was illegal. Apparently, they felt that it would constitute a form of blackmail. It would seem that they were threatening to retaliate against the library if the hospital funds were defeated.

The amount of the cut back was $800,000. The resulting crisis facing the Library Board brought them face to face with the impossible; how to maintain 18 libraries at normal levels and with full staff; how to meet rising wage scales, higher utility costs, and higher book prices; and how to still operate within the same budget allotted them five years ago.

After some long hard looks at the alternatives, the Board decided to close 12 branches and sub-branches and put the remaining libraries on more restricted hours, including one less day each week. These measures would cut back cost of maintenance and wages to the point that the libraries could survive the year on the budget that had been allotted.

Needless to say, these cuts proved most unpopular. A number of people, I among them, joined together to see what we could do to stop this tragedy. We called the Librarian and paid a visit to the offices of the County Commissioners. When we were not given satisfactory answers, we began a petition drive to convince the Commissioners that they must cut corners elsewhere.

The Commissioners came up with a suggestion which could, at least temporarily, keep our libraries open. They suggested a tax on the utility companies which would not be passed on to the consumer. There was naturally opposition from the utility companies concerned. A ruling from the state Public Utilities Commissioner declared the tax was acceptable, with a small alteration. The consumer would carry the expense.

Immediately there was opposition from the general public which felt they were being pushed into a tax without representation. A decision was made putting the tax on the November ballot.

The library was left with a problem. If the funds were to be made available, they could maintain the libraries. If the funds did not materialize, they would be forced to cut back even more severely. On faith that the funds would be found, either by the tax or from some other source, the Library Board decided to run the risk and keep all libraries open on a limited basis. Some libraries are only open five or six hours a day and a few are closed completely three days a week.

The uncertainty is beginning to show in the turnover of personnel; as they leave, some retiring, others finding jobs with more dependable futures, they are not being replaced.

The hope of Revenue Sharing funds has been mentioned as a solution to the problem, but what if these funds are not forthcoming? Even if they are, how long can we go on with that source of funding? Obviously, we need a more reliable solution.

Until this last summer, our library has been growing and improving its services steadily. It offers many locations for the ease and convenience of the user (the most threatened service), an up-to-date selection of books, art prints, micro-film, books for the home-bound and for patients in hospitals. The library serves, through the use of a special van, neighborhood drop-in centers, homes for the aged, the juvenile detention centers, and a great number of individual shut-ins who have no other outside contact for entertainment and interest.

Already, the cut backs in the library schedule are causing distress and hardship for many of its most avid users. The young parents who find the doors locked when they bring their children down for an hour of reading in the evening, the students who cannot get in to do their research, the elderly who find the doors closed on the day the weather permits them to walk that far and must either take a bus to another branch or go home, alone. The loss to the shut-ins, who depend on the van to bring them the world they cannot go out into, is most tragic.

If we lose our library, our city cannot survive long as a highly rated scholastic area, as a city of informed citizens, as a city where people live and think and grow with vitality. I know we are not losing the entire library system, but the curtailments that must be imposed on it to maintain even the little that is left are staggering. Such a crippling blow is being dealt it that years from now, there will still be scars. What about the year of restricted book purchases that mean our library will not get copies of many books, periodicals and films which would add so much to our collection and without which we will never be more than second-rate. The loss of the trained personnel who will never return is equally lamentable.

I, as an individual, may never take advantage of all the services of my library, but each one is very important to me. I want very much to maintain them all, services which my children will grow up using and even my grandchildren, the services my friends use, the old, the invalids, the lonely. We all get lonely or at loose ends sometimes, and with a place to go, to read, to grow through someone else's experience, to know of others feelings, we are helped. The library serves a great need.

Some day I may be an invalid, I certainly will be older, and the library will be an important part of my life to fill the hours; to keep my mind alive and growing. These things I would not deny anyone. If I did, I would have no right to expect them for myself and those around me.

There is already a study group set up to gain the information we are seeking on how libraries can be financed. I only wish that that group could come up with an answer for our problem for the day is near at hand when a decision must be made. Unfortunately, our library cannot run on our good intentions and hopes.

Thank you for this opportunity to make a statement. I hope I have added something to the testimony of others from this area. This is a problem for which I feel deep concern.

Sincerely,

Donna Joachim

Donna Joachim
615 SE 46th
Portland, Oregon 97215

TESTIMONY PREPARED FOR THE NOVEMBER MEETING OF THE NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE IN SAN FRANCISCO

I am Mrs. Margaret S. Warden, president-elect of the Montana Library Association and chairman of the Board of Trustees of the Great Falls Public Library in Great Falls, Montana. I presented testimony at a hearing in Great Falls in 1967.

Library trustees are charged with the control of free public libraries to give the people of the state the fullest opportunity to enrich and inform themselves through libraries. I have been a trustee for 15 years and regard my position as one of considerable responsibility.

The most heart-warming change in Montana libraries has developed in the years since the Library Services and Construction Act was passed. Fourteen years ago some 29 counties of the 56 in Montana were without library service of any kind. Now only 10 counties still have no service but we are working on them. Five strong systems of public libraries, called federations, are developing complete library service in 25 counties. These share collections of the larger libraries and use bookmobile service. The dreams of a dedicated few have become reality to some 355,000 people living in some 68,000 square miles. To our least citizen we owe the best possible library service and it is our responsibility to bring service to the most remote parts of the state.

As a member of the Montana Constitutional Convention, which met the first part of 1972, I'd like to tell you we were vitally concerned with the Priest-Serrento case in California. The hand writing for change is apparent by similar cases in Texas, Michigan and New Jersey. Since the U.S.Supreme Court has accepted the problem for decision, the writers of the new Montana Constitution provided that taxation for education could be determined by the state legislature on an equitable state-wide basis. Presently educational money is provided by the state foundation program and by levies on local property by local School Districts. It would seem that since libraries are a part of the

educational picture, that they, too, must be considered for funding on a state-wide basis. This we plan to push in Montana. Currently cities can levy up to 4½ mills and counties up to 3 mills for service. This does not begin to do the job. We have many poor counties and tiny towns where the mill levy does not provide nearly enough funds for adequate library service.

Montana's federations, making use of strong central libraries from which counties can purchase service, is reaching out to meet our problem. The service can provide books and information from each federation, access to material at the State Library or the Pacific Northwest Bibliographic Center.

While Montana is the fourth largest state, we have just over 700,000 people. Since I have been working for better library service or even any kind of service in many places in the state for the past 15 years, we have met some of the needs of the people. We have replaced many old, antiquated library buildings with new, trim and functional ones. We have bookmobiles bringing to thousands of people the out reach program of library service. In my federation, The Pathfinder, we travel to four counties. We service Heart Butte, a remote and isolated Blackfeet Indian community, twice a month. We serve the Hutterite colonies in our area and make available the 150,000 volume collection of the Great Falls Public Library to the entire area.

We must have more funding that will directly benefit local and regional programs. If there could be a closer interplay with the identification of libraries with the total educational program and if funds could be correlated better, more people could be brought into the field of library users.

Lack of funds has kept the library from developing all the resources in its community. It is impossible to develop intensive out reach programs when you are limited in personnel and finances to

even do the job you should in each community. We are making use of volunteers in Great Falls. We have a Union Catalog of magazines and periodicals that reflect the holdings of all private, public and special libraries in this area in order to eliminate expensive duplication. We are promoting the library as a meeting place for library oriented programs and taking programs outside the library. We encourage retraining and make material available for this purpose. We reach the young with indoor and outdoor reading programs.

We need computer or other data processing equipment to make information more readily available. We need to have libraries all over the country become a part of the data processing era. To speed up retrieval of information would benefit all of us.

To attain his goal, every person must have available for his immediate use the latest information by the fastest technical means possible. In the higher levels of science, technology and economics the procedure may involve the use of electronic devices for collection, classification, storage and retrieval of information from networks of knowledge. The cost of these electronic devices must be in the reach of all libraries.

Likewise, the Head Start youngster with his picture book; the senior citizen who finally has the leisure time to read; the apprentice striving to pass his journeyman's test; mothers and fathers wanting to become responsible parents, all come to the library to join the business man and scholar. In schools, on campuses, at the research center, in the courts and legislatures, along the country road as on the crowded city streets, libraries are needed as never before.

208 Third Avenue North
Great Falls, Montana 59401

SAN FRANCISCO PUBLIC LIBRARY

Chinatown Branch
1135 Powell Street
San Francisco, California
94108

October 24, 1972

National Commission on Libraries and Information Service
1717 K Street, N.W. - Suite 601
Washington, D.C., 20036

Dear Commissioners:

In reply to your letter of October 10, I hereby submit testimony regarding how well the U.S. Public Library meets the information needs of various minority groups. Being that I have most experience working with the Chinese population at the Chinatown Branch of the San Francisco Public Library, I will mainly draw upon this experience in my testimony.

In metropolitan cities such as San Francisco, there is an increasing number of minorities living in the city and more Caucasians moving out to the suburbs. Yet, public libraries traditionally and even now continue to concentrate their efforts on serving middle-class whites.

In order for public libraries in large cities to really serve the surrounding population, they must take into account who these people are and what they need. Obviously, an uneducated person or non-English speaking person cannot make use of a library that only houses materials too difficult for them to comprehend.

I have yet to hear of a library with a sufficient foreign language collection or a relevant collection consisting of easy-to-read books to help foreigners and minorities adjust to American life. I have yet to hear of an adequate number of minorities managing libraries in serving the needs of the people they understand best.

In conclusion, I feel minorities are being shortchanged as far as public library services are concerned. Yet, they are the people who need informational materials the most and who can afford it the least.

Sincerely yours,

Judith Quan

Judith Quan
Branch Librarian

JOHN E. BROWN & ASSOCIATES
STRUCTURAL ENGINEERS

2902 McBRIDE LANE
SANTA ROSA, CALIF. 95401
TELEPHONE (707) 546-1533

October 25, 1972

Dr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and
Information Science
1717 K Street N. W.
Washington, D. C. 20036

Dear Dr. Burkhardt:

Thank you for your letter of October 10, 1972, inviting my comments on the role of the public and of the Friends of the Library in support of public library services.

In response, I would like to offer some conclusions I reached through my experiences with public libraries in various relationships, such as:

1) as a professional engineer and small businessman seeking information and data for research;
2) as a father of three children helping them adopt the library as a primary source for knowledge and enjoyment;
3) as an active member and past president of our local Friends of the Library;
4) as former president-elect of the Friends of California Libraries;
5) as a former member of the Friends of Libraries Committee of the American Library Association.

The role of the library in the age of changing communication patterns has had to change to keep up with the needs of the public. Most public libraries have already ceased to retain an image of being passive depositories of information and have become active educational media, in some cases involving outreach programs. Yet the most important aspect of the public library has not changed; it remains the most unstructured educational medium, capable of providing the most unbiased view to all disciplines of inquiry at no charge to the user individually, and at the lowest comparative tax cost.

So far as developing future trends are concerned, I believe it can be predicted that the role of the library will become increasingly more important in reaching those educationally underdeveloped strata of society which may feel uncomfortable in another type of educational facility, such as a school. These include, but are not restricted to:

1) businessmen;
2) artisans of manual skills;
3) the poor--particularly ethnic minorities, including white ethnics;
4) school drop-outs;
5) the elderly;
6) the blind and near- blind.

The Federal Government has long recognized that consumer participation is an essential part of successful planning and execution of service programs. Substantial Federal funds have been appropriated to develop and maintain consumer participation in Federal programs. Many of these have legal requirements for consumer participation. The Friends of the Library have found that public libraries, too, need a liaison with the consumers of their services.

Wherever Friends of Libraries have organized and have worked in close accord with the trustees, administrators, and staffs of public libraries, the Friends have found ample opportunities to expand library service effectiveness in some or all of the following endeavors:

1) dissemination of information on behalf of the library, including substantiating data for bond elections, news of special library programs, etc.;
2) providing consumer feed-back to library staff, such as surveys of population, etc.;
3) legislative liaison; maintaining contact with legislators and appraising them of the needs of libraries and the reading public;
4) direct enrichment of library services, particularly outreach programs

JOHN E. BROWN & ASSOCIATES
STRUCTURAL ENGINEERS

where public funding may not be available or may be limited; this can be exemplified by some of the following programs recently undertaken by Friends organizations:

a) organizing lectures or a series of discussions on topics of interest, staged in the library, with special display of available references;
b) arranging for art exhibits in the library reading areas;
c) providing attractive and inviting furnishings in libraries for juvenile corrective institutions, where public funds provide only austere and forbidding environments;
d) providing paperback libraries, for county jails and other institutions where library service cannot be made available because of the transient nature of the inmates;
e) providing paperback give-away libraries for bookmobiles touring poverty areas of low reading interest;
f) providing special funds of many kinds through used book sales;
g) providing children's books, general education textbooks, and similar special need publications for American Indian reservations;
h) encouraging and promoting publication of specially printed literature in Braille or large print;
i) increasing library accessibility by providing attractive and safe bicycle racks;
j) training volunteers to provide individualized library service to shut-ins, such as patients in convalescent hospitals, elderly and disabled people at home, etc., and then provide adequate volunteer time for the continuity of the service;
k) setting up speaker bureaus to acquaint special interest groups with library services available to them.

The free public library is an essential ingredient of a free people in a representative republic. For continued optimum use of public library funds and facilities, a broad consumer participation program would, I believe, be desirable. It is likely to bring about greater effectiveness of the services per tax dollar.

Thus, it would serve the best interests of the public and the Federal Government to assist in broadening and coordinating this type of activity.

It is my recommendation that the Federal Government provide seed money for the organization of Friends of Libraries, as an independent national organization designed to serve the following purposes:

1) disseminate program information between Friends organizations;
2) coordinate efforts between existing state organizations of Friends of Libraries;
3) encourage and assist in the creation of state organizations of Friends where they do not exist;
4) provide liaison between the President and Congress of the United States and the reading public;
5) encourage the development of Friends programs which would tend to expand and enrich library services to the public.

I will be pleased to cooperate with your committee in any way possible. I intend to attend the hearings on the morning of November 29, 1972, in San Francisco.

Sincerely,

John E. Brown

John E. Brown
Structural Engineer

JEB:sc

JOHN E. BROWN & ASSOCIATES
STRUCTURAL ENGINEERS

TESTIMONY FOR
THE NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

(This statement was prepared jointly by Clinton Desonia, Helena City Librarian, and Judith H. Carlson, Helena Model City Director)

We commend the National Commission for its interest in obtaining the views of persons involved with library services at the local level. We appreciate the opportunity to make a few comments about library services in Helena, Montana, and our relationships with library services at other levels of government.

Helena, a City of 23,000, is located at the southern tip of Lewis and Clark County, a sparsely populated rural county which is almost as big as the whole State of Delaware. Its present library is a city-owned and city supported library which started as a private subscription library in the 1880's and later was adopted by the City. It is housed in the old Unitarian Church Building near the center of town. The present facility is quaint, historic, and well-located. However, it has about one-fourth the space needed for our population area; it has a poor arrangement of what space there is so that efficient utilization of all space is impossible.

If the Helena City Library is to continue to provide the existing level of services to a growing population (not to speak of expanding services), a new library building is a must. It is at this point that we think the Commission will be interested in our situation and our problems as an example of interlibrary services problems. We have begun the process of getting our City and County Commissioners together to plan for a joint City-County Library. There is more spade work to be done but we are optimistic that both governmental groups will see this cooperative venture as being one which will offer more services to the citizenry in the most efficient manner possible. This will allow for a higher level of support for operating expenses and will also provide a larger tax base for construction of a new facility. This kind of expanded local library will provide the base for an expansion into regional library services out into the rural counties surrounding ours.

We have had a high level of cooperation from our State Library, also located in Helena. The State Library Board has designated Helena as a Federation Center. It has also designated Helena as a high priority city for the allocation of LSCA Title II Construction funds over the next two years.

However, the State of Montana is allocated less than $200,000 per year for library construction. Even with the best of cooperation from the State, the local tax commitment for new construction will need to be very substantial. For example, we are looking at a modest $1.5 building. With a $200,000 grant from the State Library of Title II funds, we need to come up with the remainder from a local bond issue. The Lewis and Clark County mill brings in approximately $36,000 so this kind of bond issue would require an additional tax burden of 3½ mills per year.

In terms of local priorities, adult education is often looked at as an item that can be postponed when higher taxes are involved. The Nation, however, has declared that "library and information services adequate to meet the needs of the people of the United States are essential to achieve national goals and to utilize most effectively the Nation's education resources." We think it is appropriate then, for Congress to provide a greater incentive to the development of library services at the local level. This will require a greater Congressional commitment to funds for Title II of the Library Services Act.

We suggest that you give careful consideration to the possibility of a change in the method of funding construction under Title II, for example, the provision of a set percentage of total construction costs. For our purposes, a 50% grant of total construction costs would provide us with the needed incentive for obtaining local bonding funds for the remaining costs.

We would then be in the position to strengthen our city-county ties as well as to develop the regional library services which make so much sense in a sparsely populated rural State.

We have described our most pressing problem. We would like to make a few other comments on areas where you might devote some additional time and money. One of these is the field of continuing education or in-service training for local librarians. You can count on one hand the number of libraries in Montana which have a staff large enough to conduct their own in-service training. We support additional funds to our State Library to allow the employment of in-service training personnel to provide continuing education to our local librarians.

In addition, it may be appropriate to mention that our Helena Library has been very pleased with the interlibrary loan network which links all local, state, regional and national libraries to provide services to our local citizens. It would be very helpful if some consideration were given to providing federal support to the regional libraries which participate in this network, thus, again, lessening the tax burden on the local taxpayer while continuing strengthening library services.

Thank you again for the opportunity to present our views. We wish you well in your deliberations.

Judith H. Carlson
Model City Director

Clinton Desonia
Clinton Desonia
Helena City Librarian

October 18, 1972

October 23, 1972

THE NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

Statement submitted by David C. Weber
Director of Stanford University Libraries

Dr. Burkhardt, Ladies and Gentlemen:

By this time so many people have transmitted their views on the current problems in the information sciences and in libraries that it is presumptuous of me to try to add any further wisdom. Yet I wish to respond to your inquiry of September 26th by emphasizing two main lines of effort which require federal leadership.

I also respond in order to express my conviction that all librarians urgently wish to help you to meet the informational needs of the Nation. The National Commission provides our best prospect of making progress during the next decade in solving some crucial problems that affect libraries, institutions of education, and the general public throughout all of the fifty states.

Problems. A full list of problems and needs would be very substantial. They could be summarized by merely stating that money and time are the prime requisites. Yet this is too simple to be usefully informative and I should therefore like to generalize by stating a goal under which can be subordinated major specific problems in acquisition, cataloging, access to materials, reference service, handling of journals and micro-texts, physical space and other problems. This general goal is the creation of a national "system" from the hundreds of independent and only occasionally linked library and information science components now existing. The system must facilitate information accessing that is rapid, available at reasonable effort and cost, suitably discriminating in its response, and provided with minimal frustration due to procedural constraints. The information service limits of local institutions should seem to be transparent to the user; the totality of national information pools should be available to every person.

Directions in which to move. A number of developments are needed to move in the direction of the above goal.

1) A rational, practical pattern needs to be conceived for mutual sharing of access to information held in any one library. Its parts need to be developed and implemented at regional and national levels. The informationally deprived areas or population groups need to be given access to information without penalizing those who have expended extra effort to serve themselves. The federal authorization of "Networks for Knowledge" and the 1970 Conference on Interlibrary Communications and Information Networks are examples of thinking which should be pursued.

2) There must be a method for sharing large pools of materials which can supplement local or regional holdings. This includes strong national libraries, expecially the national bibliographic services of the Library of Congress. It also must include what has been referred to as the British National Lending Library concept. The Center for Research Libraries could be developed in this role.

3) There must be an enhanced program of national cataloging from which all can benefit, and the Library of Congress MARC coverage must be broadened to include more languages and non-Roman alphabets, and kept just as current as possible. Rapid processing is essential since new publications are those most often wanted.

4) Programs must be developed for immediate comprehensive access to journal articles and reports, probably utilizing computerized data bases accessible from a distance. The New York Times Data Bank may be a prototype of such.

5) Regional book warehouses are needed to serve as physical relief for growing libraries and their collections as providing auxiliary support to local high-use collections. The New England Deposit Library is an example; the Center for Research Libraries is a further developed model.

6) A program for preservation is required for materials which are physically deteriorating. Research libraries should participate. The program must include suitable bibliographic apparatus for publicizing such archival resources and offer rapid photographic reproduction of materials to make them available on demand. This program could be decentralized among a few research libraries applying physical and bibliographic standards and contributing to a single national catalog list.

The role of privately supported universities. You stated your particular interest in my views on the future of university libraries and the services rendered by them, and asked whether large privately supported university libraries can play a larger role in public information services, and if so how this should be arranged. I have given strong support to the development of national systems of information service. Whether these are called interlibrary cooperation or communication networks, or by other terms, it means inter-institutional dependence rather than self sufficiency. There must be maximum availability through cooperative access. The new California Library Network proposal is very much in line with this objective, as are the multi-type-of-library programs now supported by the Library Services and Construction Act, Title III. In Santa Clara County in which Stanford is located a Cooperative Information Network is just getting off the ground with participation by Stanford and

over seventy other libraries. Privately supported colleges and universities have just as much reason to participate in, contribute to, and benefit from these cooperative developments as do publicly supported institutions. Even the more affluent institutions should see the benefits of their participation for the good of themselves as well as the whole of society. I am convinced that the best planning must come from the contributed efforts of librarians and information scientists who have substantial operational administrative responsibilities; this means obtaining released time and funds to enable them to make this effort. It also requires funds for additional or incremental costs of designing, testing, implementing, and at least initial operations. This expense constitutes an investment for the future - adding extra dollars beyond present budgets with the anticipation that five to ten years hence there will be a net saving for all fiscal agencies and notable benefits for all constituents.

There are two needed efforts I wish to emphasize. The first is to obtain increasing support for networks or structured inter-institutional efforts. The second is to develop means of utilizing for library purposes machine-readable cataloging data and lists, computer-based indexing and abstracting services and SDI services, remote access from terminals to bibliographic data banks, as well as the potential of telefacsimile and long distance transmission through satellites.

Need for network service systems. If one accepts the propositions that no library can serve all the informational needs of its constituents from its local collections, and that there must be ways of achieving greater access while controlling costs, then it seems obvious that shared access is the only solution. The degree to which there need to be switching centers and hierarchal routing of messages is open to considerable debate, but there can be agreement that there must be a formal structure and a clear set of protocols including procedures, agreements, contract rights and fee schedules relating to use of the network. Arrangements are needed to equalize the workload, inhibit irresponsible demand, and compensate for services rendered while assuring access to all citizens.

Speed is essential and there has perhaps been too little attention to the plodding response of existing information systems. At a time when one can fly to Europe in a few hours or telephone any place in the nation in seconds, the day or week or month it takes for a library to obtain information from another information center is a frustration which turns away all but the most persistent student. It is largely because of this rapidity and urgency in daily life today that libraries must adopt sophisticated machines for a radical speeding up of their responses.

Federal aid in financing is another requisite. This could require certain local cost sharing, but as with the national highway system I believe there are practical reasons why the federal government needs to carry the major burden. First of all, it is too difficult to get an adequate number of institutions to realize the need for improved systems at the same time, and at a moment when all can eke out of existing budget commitments the funds to finance collective action. This is especially so when the administrator is faced with pressing local problems, when collective action would require changing some well-established and interdependent internal procedures, when it would take the administrator's own time to organize the collective, and when he cannot prove conclusively to his staff or his superiors that the short range cost-benefit advantage would be more beneficial than putting similar additional effort into handling his library's cataloging arrears or shifting his overcrowded collections. The Library Services and Construction Act, Title III is a good beginning; it has shown very considerable promise, although its funding is quite insufficient to bring efforts up to a threshold level of adequacy and thus justify this type of effort. Librarianship and information sciences have never had more than minimal research and development funds, a situation that must be rectified with Federal leadership.

Given the need for structured systems with rapid response and adequate financing, what can be done to move toward this goal? The effort must recognize the practical operations in such states as New York and New Jersey, such institutions as the Center for Research Libraries, such programs as the national and international interloan service, the increasing TWX usage throughout the nation, and the conceptual framework of the California Library Network. It will also need to develop a rather encompassing scheme for the nationally available core services. Furthermore it will have to grapple with some of the administrative incompatibilities and legal issues which are presently restraints on development. And finally it will have to give very thoughtful attention to the matter of financing, with recognition of budget problems at existing information centers.

The system probably should be developed using presently available technology such as telephones, TWX, photocopy equipment where copyright permits, and mail or parcel delivery services. More sophisticated equipment can come into play as it proves itself cost effective.

Need for machine utilization. Let me now turn to the second needed effort which I wish to emphasize. One of the ways libraries can make efficient use of limited resources is to participate in an effective network which provides rapid, current and accurate bibliographic holdings information from other libraries of all types and at any distance. Such a network has the potential of reducing the cost of acquisition (by knowing that a nearby library already has a copy of an expensive, or rarely used work) and the cost of cataloging (by knowing that a system library has already cataloged the book) and of improving the effectiveness of interlibrary loan (by knowing where a loan copy of a book is available when the user needs it).

An effective network which could provide this type of timely information requires development and integration of library and computing network standards, development of generalized library applications software and on-line teleprocessing software, and computer file software that is flexible, rapid and recoverable in the event of hardware malfunctions. Since a single computer will not in the near future be capable of handling the nation's bibliographic network needs, the system should be developed for computers available at a variety of locations. Each of these computers would serve a regional network and in turn be connected to other regional networks. Such a system could allow each region to provide, in addition to standard library technical processing and inquiry services, a center of specialized data resources such as indexing services (Chemical Abstracts, ERIC, etc.), federal data services (U.S. Census, MARC, etc.), and privately developed files (medical research, social science, and other academic disciplines). This approach would enable any institution to have access to far more resources than could be developed locally and, in turn, share its local resources with others. Thus, redundant effort would be reduced and the benefits of shared development and joint operation would be gained. Prototypes may be the Ohio College Library Center system and Stanford University system BALLOTS (Bibliographic Automation of Large Library Operations using a Time-sharing System).

The technology required for each of the components has been proven and in most cases implemented. Several major operational demonstrations are needed prior to deciding whether one or more possible systems can best serve all types of libraries, how much traffic, and how large a region. System differences to support general versus discipline-directed services need consideration, and their interface problems must be resolved. The NSF-Arpanet style would be a necessary long range goal. Finally, other equipment such as telefacsimile will be required as components in a developing national service, when performance and cost problems can be solved.

What is now required is the coordination, leadership, and financial resources to put the pieces together on an integrated national scale. Federal aid and support is the necessary requisite for accomplishing this important goal.

TESTIMONY

Presented for the National Commission on Libraries and Information Science
Prior to the regional hearing in San Francisco, Cal, Nov.29, 1972.

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As a non-professional, volunteer library worker, I feel I should give background that might qualify me to present testimony. I have been a member of the Board of Trustees of the Twin Falls Public Library for the past three years, serving as Chairman for one year, now as secretary. I am an active member of the Idaho Library Association and am Chairman-elect of the Trustees Division of this Association. I am a director of the Region 4 Library Advisory Board, and serve on two standing committees of the Idaho State Library--the Legislative Committee and the Library Development Committee. I received my education at Stanford University and Whitman College, Walla Walla, Washington, graduating from Whitman in 1946, magna cum laude as an English literature major. I am a member of Phi Beta Kappa. I taught only a few years before I was married, but since 1950 I have been a homemaker and mother in Twin Falls, Idaho. Because I did not have to seek employment, I have been active in civic projects in this area, but of all my volunteer work, library activities have been the most rewarding.

Idaho is a very large state with a very small population. To provide Idaho people with library and informational services adequate to their needs presents a great challenge, but the Idaho State Library for many years has done an outstanding job with a very small budget. Federal Aid that came to Idaho was used wisely. The Idaho State Librarian, Miss Helen Miller, has been an inspiration to librarians and trustees, and her enthusiasm has been contagious to all volunteer library workers. With workshops and in-service training programs she has pulled us up to higher levels, and all libraries in Idaho show improvement.

Idaho has been divided into six library regions, and I work actively in Region 4. The Twin Falls Public Library is the center for this region. The Twin Falls Public Library is supported by a 5 mill tax levy by the City of Twin Falls--it receives no tax monies from Twin Falls County or the other 7 counties it serves, yet all the small libraries in the area--15 in all---are helped by this city library. The Twin Falls Public Library stores a large collection of Idaho State Library books (taxing its own space needs severely) and it loans these, as well as its own books, to the smaller libraries. A book van services these small libraries. Idaho State Library helps finance the library service Twin Falls provides, for one city of 21,914 people could not possibly finance the entire operation outside of the city. However, without Federal Aid, especially in construction projects, the State Library could not possibly help with the regional library concept--a concept designed to eventually give library service to all Idaho people. (See attached enclosure showing statistical summary of Region 4). Librarians and trustees of the libraries in Region 4 meet once a month for a day-long meeting at the Twin Falls Public Library. Often at these meetings the staff of the State Library presents instructional programs, but more and more librarians and trustees are able to share ideas and use resources in this area. A fine spirit of mutual co-operation has developed from these meetings, and the suspicion and antagonism that small towns often feel against the larger town has vanished.

Even with all the progress in Idaho Library Region 4, serving 8 counties with 16 libraries, only 53,457 people of the 102,987 people in the area have access to libraries. There is room for improvement, and the regional advisory board is working on this problem. Bookmobiles are one answer, but every answer takes money, and our only hope is that the Federal Government will continue the Library Services and Construction Act so that our State Library will have the finances to help libraries throughout the state help themselves. We constantly are working with our own Idaho legislators and Governor to have our own State provide more aid to libraries, and they are sincerely trying to help us.....but in a state such as ours with so few taxpayers and so much Federal land, revenue is at a premium. Our Idaho State Library uses its State and Federal money extremely well. I often wish federal funding for libraries could be done with a separate piece of legislation--not tacked on to a bill funding all sorts of good works. If perhaps the funding could be direct to the National Commission on Libraries and then passed on to the individual state libraries, such a bill wouldn't be so easy to veto--or would it? I'm not a legislator and I really don't know the ins or outs of federal spending---I only know federal money to help Idaho libraries has been very appreciated in the past--used to extremely good advantage--and most necessary in the coming years if we are to do the job we are charged with.

What I also know is the importance to our nation of having a strong system of public libraries so that citizens in every nook and cranny of our country can have access to the printed word. Public support of a democracy can come only from people who read enough to understand the issues.

Mary Jane Kinney

Mary Jane Kinney, 1501 11th Ave. East, Twin Falls, Idaho 83301
October 15, 1972

October 17, 1972

Mr. Frederick H. Burkhardt
Chairman
National Commission on Libraries
and Information Science
1717 K Street, N.W.
Suite 601
Washington, D.C. 20036

Dear Mr. Burkhardt:

I welcome the opportunity to respond to your request to submit written testimony for consideration by the National Commission on Libraries and Information Science, and in particular to comment on the problems of the metropolitan university library.

Before addressing myself to those problems, let me briefly refer to four more general topics which directly affect the Commission's "goal of making knowledge available in a timely way to all who seek it." You will find little that is original in these comments, and therefore I do not propose to treat the subjects in detail. Nevertheless, I think it useful to add my support to opinions which I am sure have been voiced by many others.

1. Continued support is necessary for the cataloging services of of the Library of Congress. We need to guarantee continuation and expansion of Cataloging in Publication and the Shared Cataloging Program, and to reduce delays in printing and distribution of LC cards and proof sheets. The libraries of this nation have very properly come to rely upon the Library of Congress for these services. They have, as a result, achieved very significant economies in their operations, and can achieve still more if they can rely upon prompt cataloging data for virtually all of their purchases. It is difficult to imagine any other area in which we can obtain such good value across the whole country for every additional dollar committed at the Library of Congress.

2. A reduction of delays in the interlibrary loan and photocopying services of the Library of Congress is urgently needed. Many librarians consider that the elapsed time between receipt of a request and sending of a response is far too great. To make this statement is not necessarily to criticize the methods of operation, but to suggest that perhaps more budget support should be given in this area. Unfortunately, the Annual Report of the Librarian of Congress does not normally make detailed comments on these operations, nor are interlibrary loans distinguished from other loans in its statistical tables.

3. A high proportion of interlibrary loan requests are for journal articles, which must be met by supplying photocopy or microfilm, rather than by lending bound volumes or entire issues of periodicals. Existing copyright legislation, drafted many years ago, could not anticipate this trend or the proliferation of cheap and rapid photocopying facilities. The development of effective modern legislation has been greatly hampered by the hardening of attitudes on the part of both publishers and librarians. The former, understandably, wish to be assured of some reward for increased dissemination of their publications. The librarian accepts the responsibility for timely response to the needs of researchers, and sees that it can be met by photocopying. I am convinced that most librarians do not wish to deprive authors and publishers of their rights, but they are frequently frustrated when publishers, while emphasizing their claim to prevent unauthorized copying, cannot supply copy themselves within a reasonable time. There should be developed a simple means of reimbursing publishers for the making of multiple copies or substantial excerpts from their material. But there should also be an acceptance of the principle that the making of a single copy of a short excerpt or article is no more illegal than copying it by hand. The controversy is increasingly damaging to both sides. Some publishers of technical journals now demand a prepaid fee for the right to copy from their publications, or are raising their subscription prices so as to include such a fee. As a result, many libraries, unwilling to pay a fee for copying which they may never undertake, are cancelling their subscriptions to such journals. Thus they deprive their users of valuable information, and the publishers run a much greater risk of putting themselves out of business. I believe that the Commission could fill a very significant role in helping to reconcile the opinions of both sides and in encouraging the development of copyright legislation which will fully recognize the nation's informational needs and enable modern technology to be applied to the filling of those needs. Although I have mentioned in detail only photocopying, the impact of telecopiers, computers and CATV is pertinent to this question.

4. In April, 1972, the Commission reviewed state library plans with a view toward regionalization on an interstate basis. I believe that such an approach is essential if we are to maximize use of our resources. In this respect, few regions are so fortunate as the Northwest, with its Pacific Northwest Bibliographic Center, housing a union catalog of most major libraries in the region and providing reference services and facilitation of interlibrary loans both within and outside its region. Yet even for this long-established Center, budgetary uncertainties make innovative long-range planning extremely difficult. The budget of PNBC consists of contributions from five States, augmented by some individual library subscriptions from British Columbia. The States vary considerably in their methods of achieving their contributions: direct state funding, use of federal funds in the form of LSCA Title III grants, and contributions from individual libraries all play a part. The method is cumbersome to administer and uncertain in its results. I believe that we would benefit significantly from direct federal funding of at least a basic operating budget for regional resource centers of this kind.

   Many areas of the country are not covered by any resource center comparable to PNBC. At this date, the development of additional union catalogs of a traditional kind would be unrealistic. But there still exists a need to develop a comprehensive network of regional bibliographic centers equipped to locate materials and to refer requests to the most appropriate agencies in or outside of their regions.

The modern metropolitan university library shares the problems common to all other academic libraries, and has as great a need as any other for a successful resolution of the four problems to which I have alluded. But it must also meet challenges quite different from those which face the traditional campus institution. Where there are challenges, there are also opportunities, and I believe that few urban university libraries have yet taken full advantage of these opportunities.

The traditional university library attends primarily to the needs of its immediate constituency - its faculty and students - secure in the knowledge that no other group is likely to impose heavy demands on its services. It is frequently located in a small and relatively isolated community, which is an effective natural barrier against demands from potential users not affiliated with the institution.

The urban university, on the other hand, exists as part of a much larger community, which it cannot ignore. If its collections are housed on open shelves, they are inevitably available to the entire population of the metropolitan area, though the institution may be forced to place severe restrictions on their use. The majority of its students may be residents of the metropolitan area, so that many of its alumni are likely to remain in close proximity to it. They frequently request the same borrowing privileges and other facilities that they had while students. In principle, it would be desirable to honor such requests, yet few urban institutions can afford to let alumni compete with the present generation of students for their limited resources.

But are these resources really so limited? The typical metropolitan area has numerous academic libraries, both public and private, as well as a major public library service. We can only obtain the fullest use of our resources if we greatly expand the extent of cooperation between such institutions. In general, efforts to cooperate have been limited both by their librarians' preoccupation with the essential needs of their immediate constituents and by the reluctance of the respective governing bodies to incur any additional financial burden. For, although the potential savings are great, the initial steps in cooperation generally require some additional commitment on the part of one or more of the cooperating institutions. Thus they may fail to take advantage of one of their most significant advantages, their proximity to each other, which would enable them to undertake mutually beneficial cooperative ventures at a modest cost. Teletype and telecopiers can reasonably be used to accelerate data transfer when one does not have to calculate long distance line charges. Informal interlibrary loan arrangements are possible, by which the user may pick up desired material in person at institutions other than his own, and the necessary documentation can be forwarded to his own library after he is in possession of his material. Shuttle bus services are possible to speed interlibrary loans for those users who cannot conveniently visit the lending institution in person. And the same shuttle bus should make it possible for a reader to return borrowed material to any of the cooperating libraries, no matter which of them owns the material. These are just a few of the most obvious immediate possibilities. But, if encouraged and developed, they would enable us to take a new look at acquisition policies and eliminate much of the duplication of infrequently used works which we now regard as necessary because of our rigid patterns of operation.

However, such measures of cooperation are difficult to initiate when all of the potential participants are operating on slender budgets and have difficulty in obtaining additional funds for purposes other than those that seem basic to their own institutions. I believe that the solution may be in the provision of an incentive by the federal government.

Just as we need regional resource centers, so also we need metropolitan area resource centers. A federal program should be initiated which would evaluate the interrelationships of groups of urban libraries and identify the most appropriate library in each group to act as the resource center for its area. Funds should then be provided, on a regular and predictable basis, to enable it to undertake the responsibility for developing appropriate patterns of service for the group.

I stress the need for a federal program with good reason. Although the funding to initiate cooperative programs ought to be available locally, the wide variety of governing bodies involved tends to hinder progress; at best it may severely retard and at worst it may absolutely impede practical cooperative measures. An impetus from outside, from the federal level is required, supported by funding which, however modest, should be in the nature of regular operating support rather than grants of variable probability.

My proposal may perhaps seem unrealistic in view of current pressures to reduce federal spending. But what I recommend is not an extravagant new program. On the contrary, my proposal would ensure more efficient and more economical use of our existing resources. The initial cost need not be very high, but the potential savings are considerable. We could achieve a much higher level of utilization of our library materials, and also open the way for reduction of unnecessary duplication. But, more significantly, we would make it much easier for library users to obtain needed material quickly and economically. In so doing, we should be conserving our human resources, which, though not easily susceptible to cost accounting, are certainly our most valuable possession.

Yours sincerely,

Frank Rodgers

Frank Rodgers
Director of the Library

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Enclosure

AIRMAIL

MOUNTAIN-VALLEY LIBRARY SYSTEM
828 I STREET ▲ SACRAMENTO, CALIFORNIA 95814 ▲ (916) 444-0926

October 13, 1972

TO: Frederick H. Burkhardt, Chairman, National Commission on Libraries and Information Science

FROM: Ursula Meyer, Coordinator, Mountain Valley Library System, Sacramento, California

The strength and success of California's library development in recent years lies in the cooperative concept of the Public Library Services Act. The voluntary cooperation in the formation of larger units by the establishment of systems has brought commitment and involvement from the grass roots level. In my opinion, this has made it possible for the system concept to succeed in California, although lack of funds has stunted growth and limited achievements.

My experience in California with the North State System as a county librarian, with the Mountain Valley Library System as a coordinator and in New York as a state library consultant for the Division of Library Development enables me to make some first hand comparisons of library system development in these two states. The more generous funding in New York has created major strengths which are missing in California.

There is a need for large and diversified backstopping book collections which would create adequate resource collections which

would be available quickly to fill local needs, before the large reference and research centers can do so. The Information and Communication Network of the Mountain Valley Library System has made it possible to retrieve information and materials quickly, but the lack of book funds has seriously curtailed instant availability of books and information.

California has not been able to provide adequate professional staff to utilize the existing resources and to train the limited staff in a predominantly rural area to use their full potential for library service. The strength of a cooperative library system lies in sharing - people, information, and materials. A few trained specialists at a central location can do so much to improve library services for a large area. Specialization reduces duplication and maximizes the value of library resources. The Information Center of the Mountain Valley Library System (federally funded) has demonstrated the benefits which can be derived from an expert centralized information source. The ground work has been laid with limited staff and materials. The backlog of requests which is constantly growing, clearly demonstrates the need for the service.

The establishment of cooperative public library systems has laid a strong base upon which adequate library service can be built. The willingness of individual librarians and governing boards to join in the network concept has provided the strongest impetus to cooperative service. Participatory policy making and management is very time consuming and costly, but absolutely necessary for effective cooperation. Professional staff is needed to administer the system under the direction of the policy making council composed of member library directors. The efficient day to day operation of system services as well as the

supervision of the specialist staff requires trained administrators who will make it possible for the system to be truly effective. In order that systems may grow and prosper, adequate federal and state reimbursements must be made to them.

A major unmet need exists also in service to the economically and educationally deprived, non-English speaking and other groups who traditionally have not used the public library. Libraries have lacked the skill and the staff to seek out those whose information need is great, but who are not accustomed to the services which could be provided by a library. Public libraries will have to determine how best to alter their traditional services and resources to attract the new potential user/reader. It will be necessary to employ skilled specialists to seek out those who need and want services and to provide trained staff, materials, and facilities to satisfy their needs. The task of identifying, locating and serving these groups is so enormously costly that adequate state and federal funding must be provided.

I believe that libraries have learned that they must cooperate and share resources and knowledge in order to survive. The Library Services and Construction Act and the Public Library Services Act funds have demonstrated the effectiveness of joint action. Although appropriations have been meager, the achievements have been noteworthy. California's cooperative approach has been successful, but it cannot continue unless adequate federal and state funds become available. It is not realistic to expect local funds to support the extension of library services from one jurisdiction for the benefit of its neighbor. I believe that California has a workable law and the vision and ability to create total library service for all

the people. The infusion of adequate federal and state funds will make it possible to realize maximum value from local library expenditures. It is imperative to provide the means by which total quality library service can become a reality.

Submitted by:

Ursula Meyer
Coordinator
Mountain Valley Library System
Sacramento, California

Metropolitan Cooperative Library System
HEADQUARTERS PASADENA PUBLIC LIBRARY, 285 E. WALNUT STREET, PASADENA, CALIFORNIA 91101 213-792-9470

November 2, 1972

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries
and Information Science
Suite 601
1717 K Street, N. W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

Thank you for the opportunity to submit written testimony to the National Commission on Libraries and Information Science on the cooperative library schemes in California and whether they can serve as a national model.

The following testimony points out three weaknesses in the development of the library cooperatives in California: (1) the lack of state financial support; (2) the lack of any useful measures to evaluate the benefits and costs of cooperation; and (3) the lack of identification of user and potential user needs. Although these weaknesses are not necessarily unique to California, they do raise some questions as to whether the California plan should serve as a national model.

Development of Library Cooperation

The development of organized library cooperation in California has been almost completely in the public library arena. Although the history of California systems can be traced back to the very strong county library structure, the necessary impetus towards interlibrary cooperation came with the first federal monies in 1956 when the Library Services Act was passed. Subsequently the California Public Library Commission issued the Wight report in 1959 which pointed out the weaknesses in public libraries in the state and recommended that "smaller libraries co-ordinate their resources for the benefit of all..." The report also called for financial support from the state government to provide an incentive for the development of systems. In 1963 the Public Library Services Act (PLSA) was passed in California and the state government provided $800,000 for System support. This is the basic legislation under which library systems operate today.

Almost concurrent with the passage of this legislation was the development of a master plan for library services in California. This plan has

undergone revision since 1962 and the latest version was promulgated in 1972 as The California Library Network: A Master Plan.

The following comments and thoughts on the library cooperative schemes in California will use these two documents (PLSA and the Master Plan) as the basis for discussion.

Finance

All the best intentions for developing interlibrary cooperation ultimately will rest on the financial support available. The PLSA provides for state support up to ten percent of the "total operating expenditures of all the public libraries of the state from funds received from local sources". In fiscal year 1972-73 if the full percentage limitation had been appropriated, public library systems would have received over ten and a half million dollars. They received $800,000. It is clear that state support to public library systems has been inadequate (refer to Table 1) and continues to be inadequate. This lack of support has placed an extraordinary strain on local libraries desiring to participate in systems and has resulted in minimal services. Systems cannot hope to provide new or expanded services and are fortunate if they can continue their present services at a viable level. The conclusion is that the structure of state financial support for the library cooperative schemes in California should not serve as a national model.

As for local library support to systems very little useful data is available for comparative purposes. The reporting of this data is not standardized, the services contracted for are not always comparable, and statistics on in-kind services are poorly maintained, if kept at all. This again is an area which requires greater understanding of the useful measures of individual library support and a standardization of definition and data collection.

Much study also remains to be done to identify the benefits that accrue to a local library from direct support of system services. A library administrator can more readily analyze the benefits and effectiveness of centralized acquisitions, cataloging and processing versus local effort in these areas. The administrator cannot easily measure the benefits of extended interlibrary loan and reference services. While these problems are not unique to the California scene, they do impact on the level of local library effort and support to systems in California.

Objectives

The objectives of cooperative library systems in California are assumed to be the objectives of The California Library Network: A Master Plan. This plan "aims to strengthen, organize, and exploit the total recorded information resource in the universal public interest." It also states that "cooperative library systems and networks are essential for the strengthening of communications among libraries, the orderly sharing of resources and services, the exploitation of new technologies, the consolidation or coordination of such technical processes as cataloging, and experimentation with new state-wide patterns of service." These objectives are very general and some may be the source of confusion in direction and implementation at the

system level and perhaps the network level.

One must ask to what extent have the needs of the various publics been identified and translated into specific new or expanded services? Most systems tend to provide the same services - often a stepped-up version of existing services at a greater cost. For example, interlibrary loan service is the one service most often up-graded through telecommunication media, delivery services, etc. If the objective is to make library resources available to a user regardless of his political jurisdictional lines, and at a reduced direct personal cost to him, systems are doing a good job. But at what cost and at what loss to the non-user of interlibrary loan service who could benefit from a different kind of library effort? Another view of this concentration on interlibrary loan service is the proposed intertype library network which will include academic and special libraries. If this network is developed it will serve an even more limited public market at a greater cost. Basically, the point being made is that the development of services towards more sophisticated interlibrary loan and reference services may tend to serve the total population in an inverse way. The proposed expenditure of monies for the intertype library network will result in expanded and extended library system service to a more limited clientele such as the researcher, the businessman, the advanced student.

At the same time this intertype library network is being proposed, there appears to be minimal state-wide support for the development of the bibliographic tools that will provide the keys to the identification and location of resources. It is interesting to note that an organized effort (Info) to develop a clearinghouse for resource identification and location failed to acquire the financial support of the State Library and individual library membership. Without the requisite finding tools will the proposed intertype network be able to provide a cost-effective service?

In summary, it is suggested the objectives of cooperative library schemes require much more thought and analysis. The benefits that can be derived from system services should be identified and the costs for providing them measured. The segments of the community to benefit from systems should be identified and should be provided with an opportunity to determine the types of services offered. To continue to build layers of interlibrary loan and reference services without determining who will benefit from these services and at what cost may result in a negative reaction to public library systems.

Structure

There are essentially two structures of library systems in California at the local or foundation level - the single library system and the multi-library system. On top of this basic structure are varying layers of structures and services. These include systems which cooperate with other systems, third and fourth level reference and information services, State Library reference services, and intertype library structures. The hierarchy of reference service is well planned and logical using the larger libraries for support. The intertype library structure does not appear to be developed along any pattern although the proposed intertype library network may change this.

Presently library systems are encouraged to form intertype library cooperative schemes and they may be developed according to local needs. While this type of "local needs" approach resulted in the development of the public

library systems, it would appear more useful and efficient at this time to attempt to provide guidelines and objectives to further intertype library development.

Sincerely,

Cecily J. Surace
System Coordinator

CJS:bp

THE PRESERVATION OF LIBRARY MATERIALS

The majority of research librarians are aware of the critical condition of library materials in research library collections. However, the full impact of this deterioration and of the potential benefit of remedial measures are not fully appreciated by other members of the library and information science communities.

The books and periodicals published between 1900 and 1966 will be so weak when they are sixty years old that we will not be able to rebind them by conventional methods. When these same books are 100 years old, their leaves will be so embrittled that we will not be able to read them without causing damage. The condition of books published before 1900 is also grim, but we lack precise data on which to make accurate predictions.

The chemistry of paper deterioration and the methods of book preservation are sufficiently advanced that librarians can anticipate stabilization methods and make plans for their application to library collections. One feasible low-unit-cost method of book preservation, described in the publications on the attached list of references, treats the principal causes of paper deterioration and greatly extends the life of paper in books. This method has been sufficiently well-characterized to justify a pilot plant investigation.

A routine pilot plant investigation of this method would, however, provide only the engineering data required to establish the facilities which would be needed to treat the collections of our research libraries. A modest amount of additional research in combining preservation and strengthening treatments could improve both library and educational services by reducing their operating costs. The equipment envisioned for such preservation and strengthening treatments could also be easily adapted for drying books wet during floods and fires.

We have invested immense sums of money in research to improve library technology. Relatively little attention has been given to the methods for preserving library materials, the data base for both library and information science. The ability to locate information will have little value if the information itself is not available because the base on which it was written has deteriorated beyond use. The problem of preserving library collections warrants increased attention and financial support.

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October 1972

Publications on The Deterioration and Preservation of Library Materials

by

Richard Daniel Smith

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SPECIAL LIBRARIES ASSOCIATION
PACIFIC NORTHWEST CHAPTER

October 17, 1972

A view: the special library in the metropolitan area; its user patterns and how well these user needs are being met.

Relationship with Existing Public and Academic Libraries

Most special libraries have in-depth collections in their own subject areas, in varying degrees of strength; all must draw upon the larger collections of the public and academic libraries for those subjects outside these specialties.

Therefore it is of the utmost concern that these larger libraries be as strong as possible, and that these materials be readily accessible. As an increasing number of university and public libraries experience budget cuts, the strength of these collections is threatened. As we reported to the Washington State Commission on Libraries meeting in Yakima on October 7, 1972, we are prepared to support any legislation which actively supports or promotes these libraries. A particular concern is the Pacific Northwest Bibliographic Center (PNBC), which provides the major switching operation in this area. Streamlining of their operations has been of great help in the past year.

Accessibility has been enhanced by implementation of the SCAN (State Area Controlled Network) which enables member libraries to contact any library in the state, and through Olympia's WATS line, any in the U. S. While not many special libraries are tied in to this network, this service is available through the public libraries. Seattle Public Library has a part-time librarian who handles requests from larger firms in the area, and expedites items to them. We would like to see more of this at other public and academic libraries.

Relationships between Special Libraries

One of the major concerns of local special libraries is locating materials in other libraries. In the metropolitan area, materials often are located informally through telephone calls, and a high degree of cooperation exists. While the state library has been working diligently on union lists of periodicals of major libraries in Washington (the initial phase is completed, with lists of titles; holdings to be completed later), the special libraries in Seattle have never had a list of holdings of their own member libraries. One was started several years ago, but manpower requirements and problems of standardization prevented its completion.

An active group of libraries in the downtown Vancouver (B.C.) area informally organized last year to produce a list of their holdings. Partially funded by one of the larger member companies, they produced a computer print-out of each libraries' titles. This has helped immensely in locating hard-to-find sources. The need exists for a comparable list in the Seattle area.

Potential Users - Firms without Special Libraries

There are numerous firms in the larger cities of the Pacific Northwest that are of sufficient size to support, and indeed need, special libraries, but which have no service, other than perhaps some materials organized and handled by a clerk or someone with no library training. Such needs are known through requests coming into public libraries or special libraries.

Obviously the needs of management and staff in these firms are not being met, or only partially. Needs and opportunities exist for promotion of the special library concept to firms lacking libraries, and to those firms where support of an existing library is inadequate. A similar situation exists in some public agencies.

As part of the continuing effort to increase the number of special libraries in this area, the local chapter of S.L.A. is attempting to start a speaker's bureau, which could furnish to local firms and organizations information as to the specialized functions and potential of the special library. We also provide, as stipulated by national S.L.A., a one-day free consultation to any firm considering starting or improving a special library.

Special Librarians as Information Specialists

Continuing education is a major concern to special librarians in the Pacific Northwest. Few opportunities are currently available through the local library schools and universities. The Chapter has in recent years held annual workshops for its members, in an effort to help fill this gap. This has helped, but is not sufficent to keep members abreast of new developments in computer usage, microprint, etc. We hope that more types of seminars or courses, and especially at reasonable cost, will be available in the future.

Submitted by:

Jean Boucher
President

Diana Carey
President-elect

ALASKA HEALTH SCIENCES INFORMATION CENTER

THIRD AND FAIRBANKS STREETS
P. O. BOX 7-741
ANCHORAGE, ALASKA 99510

TEL. (907) 279-2151
(907) 279-6661
EX. 170

October 13, 1972

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
1717 K Street, N.W., Suite 601
Washington, D.C. 20036

Dear Mr. Burkhardt:

In response to your request I am submitting a statement to your Commission regarding the problems of health sciences information services in Alaska. I am grateful to be given the opportunity to do so.

Library and information services have become an indispensable part of American life. When health sciences information is involved the matter becomes a rather serious one, for it touches directly on the physical and mental well being of the population. The communication of new knowledge to the practitioner and others engaged in health care is of vital importance. Lack of such information affects the quality of care rendered. The accident of geographic location should have no bearing on access to or availability of biomedical information, yet it cannot be claimed that this is so, despite recent, significant improvements resulting from the development of a national biomedical communications network under the auspices of the National Library of Medicine.

Alaska's problem, essentially, is that of rural or small town regions, hospitals are uniformly small. These facilities cannot under any circumstances provide adequate library services, except at prohibitive cost per individual health professional. Even the cost required to make minor improvements, such as the hiring of a half-time clerical individual and the acquisition of a few hundred current books and a limited number of health sciences journals, is high and may not yield the best return for the investment.

Lack of adequate biomedical information resources is only part of the problem. The establishment of an adequate health sciences library by no means automatically results in its full use by those for whom it was intended. The busy practitioner has little time to ferret out the information he needs. Usually it is but a small percentage of those who need information who either are willing or able to obtain it themselves. For this reason it is important to study user requirements and look into alternate systems for the delivery of health sciences information, especially those made possible through recent technological advances.

Some user needs are self-evident. Biomedical information must be relevant, provided when needed, and require little time involvement on the part of the requester other than the actual reading of (listening to, viewing of, respectively) the material in question. It was on the basis of these assumptions that biomedical information services to the health professional in Alaska have been developed. One central resource center in the state provides essentially all services. Requesters need not come to the Center and search for information, unless they specifically desire it.

The services have found wide acceptance among health professionals. Eighty percent of the State's physicians use the library. The annual document rate per physician is approximately 100 documents. Other health professionals, nurses, (including public health nurses) pharmacists, hospital administrators, rely heavily on the Center for their informational needs.

The relatively small Center staff (two professional, four full time, and two part time clerical individuals) can provide extensive services to many hundreds of users. The limit of potential services certainly has not been reach at the present time. Yet, the annual operating cost of the Center is below the amount which would be required to staff each Alaskan hospital library with a half-time person inexperienced in library science. In actual practice, few Alaskan hospitals could afford to hire a half-time library clerk, nor can they support the central library in any meaningful way.

Thus the question of financial support for the Center always has been a difficult one. Mainly supported by the U. S. Public Health Service for whose Indian Health Service Hospitals the Center was initially established, RMP support provided the additional funds needed to enlarge the operation on a statewide basis.

This year it has been possible, due to the efforts of Alaska's health professionals, to obtain Alaska State support for the Center to replace the RMP support which could no longer continue. It was possible to demonstrate to legislators that the presence of the biomedical information Center is of potential benefit to the population.

Throughout the years during which the Center's services have been developed there has been a special concern by all those directly involved, that fees for services should not be established. It was feared that such action might seriously impede the flow of health information. The health professional must have access to the best available biomedical information and should not be confronted with a decision to buy or not to buy such services.

It certainly is important that every effort should be made to determine the most economical methods in which biomedical information can be made readily available to all clinicians and others in the health care fields, no matter how remotely located they may be.

At the same time it should be recognized that these information services are vital and should be supported through federal and state funds where this is needed.

Sincerely,

Ursula P. Strash
Director

UNIVERSITY OF WASHINGTON
SEATTLE, WASHINGTON 98195

Pacific Northwest Regional Health Sciences Library

5 October 1972

Frederick H. Burkhardt
Chairman
National Commission on Libraries and
Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

I am honored by your invitation to submit written testimony for the official record of the National Commission on Libraries and Information Science.

I shall restrict my remarks to that sphere of librarianship which relates most closely to my responsibilities as Director of a Regional Medical Library rather than as Assistant Director of Libraries for Health Sciences at the University of Washington, since the Director of Libraries will submit his own testimony. I would only remark that the chronic underfunding of academic libraries and the declining ratio of the budget of these libraries in relation to the budget of the institutions whose activities they support plays a significant role for the service of a Regional Medical Library which, like ours, is based on a campus and uses the library's resources as its base of operation.

The Medical Library Assistance Act, including the Regional Medical Library Program, was passed by the Congress in the belief that improved information services were necessary for professionals in the health sciences in their pursuit of improving the health of the nation.

Speaking only from the experience of the Pacific Northwest Regional Health Sciences Library it is a matter of record that a number of successes have been achieved even though funds were limited. Basic services were provided: interlibrary loan (document delivery), reference service, MEDLARS, AIM-TWX and MEDLINE, and very active consulting support. Towards the latter part of the four years during which the Regional Library has been in existence it was possible to decentralize to a limited extent the provision of these basic operations, including access to computerized data bases.

Resources have however not been sufficient to take advantage of what sound planning can demonstrate as being feasible. The Biomedical Communications Network, even though it is the most advanced of its kind, is still at a rudimentary level - entry is frequently cumbersome and performance inadequate. Some of the ways in which nodes of this network might be of assistance have been known all along and means developed by technology for information transfer have become increasingly familiar. Funding, however, for the utilization of such capabilities has been scarce, and, if at all, appears to be provided on an ad hoc basis. It would seem therefore that a desideratum for a national effort in this direction would lie in the generous support for the development of a critically evaluated plan developed by a task force broadly representative of providers and users, as well as of various parts of the country. In order to give permanence to this enterprise whose magnitude appears to be beyond the financial resources of any one funding source a partnership should be created consisting of Federal and state agencies and professional organizations.

There is need for better support for Federal agencies, primarily the National Library of Medicine, so that they may be in a position to speed up and extend access to resource centers and data bases on a national scale to information dissemination efforts such as those of the National Cancer Bureau and the Heart and Lung Institutes, and even to such international programs as that of the International Cancer Research Data Bank. In general it will be necessary to assure information services support to Federal programs in the field of health to an extent beyond that visible at this time.

In addition, plans to be developed have to take into account the needs of information services on the local, e.g., state level, and the articulation of the lower level of the network. Here it is important that recognition by state government of its responsibilities toward support in this area be followed by cooperative ventures of government and user associations.

To the extent that recent experiences can be guides to what may be required to reach the objectives of adequate information service it is possible to assert that, particularly in the Far West, an early determination has to be made regarding the payment of line charges to connect to such indispensable networks as Tymshare. Even more fundamental than dependable access to networks is perhaps the adequate support of the institutions providing service for both the collections as well as personnel.

Another all important issue which should concern the Commission is the real threat to the free and easy access to information which is the goal of the Regional Medical Libraries, the Biomedical Communications Network, and, indeed all libraries and information centers posed by the Williams and Wilkins

copyright suit. I would hope that the Commission would speak out against the danger of further depletion of the meager resources of libraries and of the restriction of the channels of communication and support the task of having a new copyright law passed which takes into account the social needs connected with information dissemination and which will retain the "fair-use" doctrine.

Sincerely,

Gerald J. Oppenheimer, Director
Pacific Northwest Regional
Health Sciences Library

Assistant Director of Libraries
for Health Sciences

GJO:ss

Testimony for Consideration Prior to
Regional Hearing at San Francisco on 29 November 1972

To: Frederick H. Burkhardt, Chairman
The National Commission on Libraries and Information Science

From: O. James Werner, Librarian
San Diego County Law Library

Subject: Current Problems and Suggestions of Needs of County Law Libraries in California

The views and suggestions set forth here are based largely upon discussions I have had with other county law librarians. Had I been allowed more time for preparation of this statement I feel sure that it would have incorporated more ideas that might be of interest to your commission. Although I contacted each county law librarian in California and invited his comments, the time available was too short to obtain more than a small sample of opinion. I did, however, have the advantage of past discussions with other county law librarians to guide me in making the suggestions that follow.

Funding California County Law Libraries

The need that is most frequently voiced by county law librarians in this state is for a more adequate method of funding county law libraries. The present method whereby all funds for salaries and books come from a portion of filing fees in civil cases does not provide enough funds for adequate book collections or full-service library staffing in all but the heaviest populated counties. Although the thinly populated counties sometimes receive allocations from county taxes to supplement their fee income, such allocations are at the discretion of the county boards of supervisors and

cannot be relied upon. As a result, smaller county law libraries often have to discontinue subscriptions and loose-leaf services that depend upon long-range committment of book funds, and they cannot afford to have full-time librarians, let alone professionally trained librarians. In many cases clerks of the court or judges' secretaries must act as part-time librarians of such law libraries.

A first step that could be taken by your commission would be a strong recommendation to the legislators of California to change the law governing county law libraries so as to broaden the base of financial support. This could be done by writing into the law a requirement that each county supplement the fee income of its law library so that the library's annual income for books and salaries should be a reasonable minimum, such as the minimum that the Association of American Law Schools sets for libraries of law schools that wish to receive its accreditation. In my opinion a reasonable minimum figure for book budgets would be $20,000 a year (the AALS minimum was $40,000 in December 1968 and has since been increased) and a reasonable minimum for salaries would be $9,000 to $12,000 a year, enough to obtain the services of a full-time librarian, hopefully a professionally trained librarian. Such a total minimum annual budget of $32,000 would have to be adjusted by later legislation as conditions changed, but a provision in the law for the minimum budget would facilitate future adjustments, which would be easier to effect than trying to obtain supplemental funds from each county's board of supervisors each year, as must now be done in thinly populated counties.

As an alternative to the above recommendation, I would

suggest that your commission at least recommend that a study be made by state legislators, together with attorneys and law librarians, to determine the best way to improve the presently inadequate method of financing the county law libraries of this state. Since county law libraries are used by the judiciary, the bar, county officials and the general public, it does not seem unreasonable to commit county tax funds to provide library service in those cases where court fees are inadequate.

Regional Storage Libraries

County law libraries, like other research libraries, have need of certain legal publications only on an infrequent basis, although when they are needed by a researcher they are just as important as other works that are used continuously. Such publications cannot be afforded by the average county law library, and the handful of large county law libraries that can afford them could better utilize their funds if they did not duplicate each others purchases of lesser used materials. One answer to this problem is the establishment of regional depository libraries - perhaps one in northern California and one in southern California - where all law libraries could send their lesser used publications and which could be supported on an "ability to pay" basis by the law libraries of the region. The depository library would also purchase new materials unlikely to be in heavy use. Such a depository library would be the proper place to hold microform materials that are not heavily used. It could send to borrowing libraries hard copy printed from the microforms, or it could send the microform itself in cases where many pages are needed. Such a depository could make available

microform materials that most county law libraries cannot afford to purchase: such things as the records and briefs of the United States Supreme Court, briefs of the Courts of Appeal and Supreme Court of California (discussed more fully below), the Federal Register, legislative histories of acts of Congress, the United States Statutes at Large, and other large sets of legal publications.

Communications Network

Some county law librarians believe that a greater effort should be made to establish better and faster communication between the county law libraries, as well as with other libraries in the state. The need to obtain from another library materials lacking in their own libraries can now be met most quickly through use of a telephone request, and less quickly by mail requests. However, the cost of long distance telephone calls probably deters many of the needy smaller libraries from making frequent telephone requests. The least that should be done to improve interlibrary communication, and thus improve the service of all county law libraries, is to make a study of the alternative means of communication, with a comparison of the costs. It may be found that the cost of a statewide teletype network or WATS line would be less than all the long distance calls that are now made by all state libraries, including county law libraries. Certainly a speedier way to obtain copies of legal materials from other libraries would be to use facsimile transmission equipment that works in conjunction with the telephone, but again the costs and feasibility ought to be studied prior to any definite recommendation. On the other hand, the net result of such studies might well show that the potential

number of requests for interlibrary loans in total are not great enough to warrant any communications network other than the existing long distance telephone system and that the telephone is not being fully utilized in view of the funds presently available to county law libraries. As with most of the problems discussed, better funding of the smaller libraries would meet this problem by encouraging smaller libraries to use the telephone more to satisfy their inter-library borrowing.

Microfilming State Briefs

Briefs filed in the California Courts of Appeal and the California Supreme Court are valuable research materials for lawyers, but the printed briefs are available only in twelve law libraries in the state, six of which are county law libraries. The obvious way to make state briefs available to all county law libraries would be to microfilm them at the source: that is, have them microfilmed by the clerks of the California appellate courts. The older briefs, of course, would have to be microfilmed from one of the existing collections. A complete collection of printed briefs covers more than 4,500 linear feet of shelving. Microfilming of briefs would make it possible for the smaller county law libraries to have broad coverage of California briefs without exhausting their limited space. A strong recommendation for such a program by your commission would be most helpful and persuasive to the legislative and judicial officers who can authorize such a program and can provide the funds for it. I have just proposed to the twenty largest law libraries in the state a co-operative program to microfilm old and current California briefs, but the response has been less

than encouraging because of the cost each library would have to bear: over $9,000 a piece for old briefs and over $600 a piece per year for current briefs.

Unless new legislation provides for reasonable minimum budgets for county law libraries, it would probably be necessary to provide grants to the smaller county law libraries for the purchase of microform reader-printers if they are to take advantage of microfilmed briefs. Today a reader-printer costs about $1,600 and can be purchased with coin operation attachments that collect charges to cover the cost of operation and recoup the original cost of the equipment.

State Administrative Codes and Attorney-General Opinions

Another legal research tool that is greatly missed by the patrons of county and other law libraries is a code of administrative regulations for each of the fifty states. Although California and some of the other large or progressive states do have their regulations organized into codes that are kept up to date and have useful indexes, most states have not been able to produce administrative codes. Commercial legal publishers are not interested in editing and publishing such materials unless there is what they consider a satisfactory market for their sale, and that usually means they want to publish administrative codes only for the populous states, which are generally the states that have taken it upon themselves to publish administrative codes through their state printer, or by contracting the work on a bid basis.

Considering the great practical impact that state regulations have upon the lives of all citizens, something must

be done to stimulate the codification and thorough indexing of state regulations, as well as establishing a continuous program to update the codes so they will contain all regulations of general application currently in force. Public or private grants may be the most effective way to launch such publishing ventures in all the states that now lack administrative codes. Lack of funds has been the usual excuse for failing to produce such codes to date, and as a result lawyers and the public must piece together the regulatory structure by requesting specific regulations from the state agencies or relying upon commercial loose-leaf services that cover some, but not all, of the subject areas of the law

The situation in regard to the publication of the opinions of state attorneys-general is not as urgent as that for state regulations, but many states do not publish attorney-general opinions, or they merely distribute photocopies of opinions as they are rendered on an unsystematic basis. The least that should be done is to make the opinions available on microfilm and to produce a cumulative index for each state. As is true in California, some states that have been publishing attorney-general opinions in bound volumes have not published the opinions that were rendered in the early years. Those opinions in most cases are available in the files of the state attorney-general and could be put on microfilm if funds were available for the project.

Continuing Education of Law Library Trustees

The boards of law library trustees in some counties of this state seem to have rather bizarre ideas as to their duties and responsibilities, as well as to the duties and

and responsibilities of their law librarians. I have heard reports of boards of trustees trying to abdicate their responsibilities to other officers of the county and dispensing with the regular meetings required by the statutes that govern county law libraries. In some counties there is genuine doubt as to what trustees are supposed to do as compared with what the librarian should be doing.

One suggestiong that has come forward regarding this situation is a program of conferences or institutes for the benefit of county law library trustees in which the distinct functions of trustees and librarians could be discussed and clarified. Certainly the experience of librarians and long time trustees of the best run county law libraries should be shared with those trustees who may be new to the job or who serve in counties that are disadvantaged financially or in other ways. The law librarians already have a forum through which they can share their problems and experience - the American Association of Law Libraries and its regional and local chapters - but there is not presently a comparable organization for the benefit of the county law library trustees. I think that a recommendation in this area by your commission might well stimulate and support efforts to initiate such a program.

Continuing Education of County Law Librarians

Although the law librarians of the state have a forum for interchanging ideas, the professional meetings are usually attended more by librarians from the academic law libraries, the largest law firm libraries and the large county law libraries. I suspect the poor attendance by librarians from the smaller county law libraries is due to the fact

that they are usually personswith no professional training and they are not provided with travel expense funds that they would need in view of their modest salaries. Many law librarians feel that the quality of county law library service would be improved considerably if a program could be launched for the continuing education of county law librarians. The vehicle for such education could be an annual or semiannual seminar to which all county law librarians would be invited. One seminar could be statewide and the other regional, again perhaps a northern seminar and a southern one. But to encourage wide attendance it would be helpful if the boards of trustees would show their interest in improving their librarians' effectiveness by providing funds in their library budgets to cover travel and hotel expenses for the two meetings each year. The meetings could be organized through the regional chapters of the American Association of Law Libraries in order not to create an additional overlapping library organization just for the purpose of the seminars. The problems of county law libraries are almost different enough from other law libraries to justify a separate organization of county law librarians, but staying within the larger, more heterogeneous group of law librarians has definite advantages too and provides the possibility for a wider exchange of ideas and personal contacts that can enrich each librarian's experience and make him more effective in his own library.

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